

RAPID TRIUMPHS, LASTING SHIELDS: PROBLEM MANAGEMENT THE WANSTOR WAY

Problem Management at **Wanstor** is not an afterthought — it's a mature, embedded discipline, tightly integrated with our broader Service Management ecosystem.

Our Vision

At **Wanstor**, problem management is more than just a process — it's a pillar of our service strategy.

It's embedded across our Service Management functions, seamlessly connecting Event, Incident, and Asset Management. This holistic approach gives us the visibility to prevent issues, not just react to them — helping customers stay resilient and future-ready.

Our industry-leading approach is backed by our 4 star SDI (Service Desk Institute) accreditation, achieving 100% for the Processes and Procedures section of our recent audit. ★★★★★



How we Deliver



REAL-TIME REPORTING

- **Live Dashboards:** Access to real-time data on ticket status, service performance, and key metrics.
- **Customisable Reports:** Tailored reports to meet specific business needs and provide actionable insights.

ADVANCED ANALYTICS

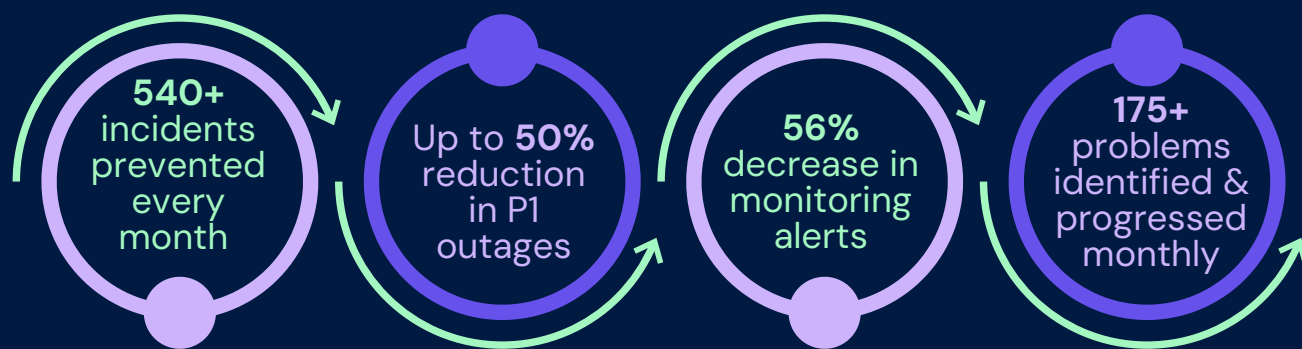
- **AI-Driven Cluster Alerting:** Advanced AI tools uncover hidden patterns and anomalies, surfacing problems that would otherwise go unnoticed
- **Root Cause Analysis:** Deep dive into recurring problems to find and address underlying causes.



INTEGRATION

- **Leveraging event and asset management integrations:** Automatically detect recurring issues across devices, sensors, and locations—removing manual effort and enabling scale.

The Results



What Makes Wanstor Different



USER EXPERIENCE

- **Intuitive Interface:** User-friendly dashboards and reporting tools for easy navigation and use.
- **Mobile Access:** Access reports and analytics on-the-go through mobile devices.

INCREASED TRANSPARENCY

- **Visibility:** Full problem visibility within our customer portal.
- **Accountability:** Track and measure team performance and service delivery.



DEMONSTRABLE VALUE

- **A mature process:** Backed by our Service Centre of Excellence, a named Problem Manager, and senior technical resources to ensure swift resolution.
- **Value delivered:** Each resolved problem is accompanied by an automated, detailed resolution report, highlighting business impact and value delivered.

