



# MICROSOFT SERVICE MANAGEMENT BUILT FOR 2022

## A World of Options for On-Prem, Cloud and Hybrid Environments

Challenging times can produce great opportunities, something that we hope you'll take away from INNOVATE 2022. Regardless of whether you are currently navigating navigating organizational, infrastructure or hybrid workforce change—or see a future need to do so—there are cost-effective ways to get desired functionality best suited for your environment.

We cover different strategies during these eight sessions. You'll see practical methods of enabling more cloud functionality for on-premise Microsoft System Center Service Manager (SCSM), integrate Microsoft Teams functionality or migrate to a new Microsoft Teams-based service desk solution from Cireson, called Tikit. Hear firsthand from a longtime Cireson customer, who weathered an organizational downsizing and IT service management shift that better suits its Teams-focused culture.

Your organization may evolve or change completely, but infrastructure can adapt in ways you might not realize. As always, the Cireson team is on hand to help you manage SCSM transitions, administration and maintenance. And you have the comfort of Microsoft's commitment to all environments: on-prem, cloud and hybrid.

There's never been a better time to imagine your possibilities.

Cheers,  
Team Cireson

