

Professional Services:

Streamlined service delivery for client-focused organizations

Professional services firms, from consulting and legal to accounting and staffing, compete on the quality of their service delivery and the efficiency of their internal operations. Partners and principals expect seamless IT support, rapid onboarding for new hires and contractors, and transparent processes that do not slow down billable work. Yet many firms still rely on fragmented tools or legacy ITSM platforms that were never designed for the pace and flexibility professional services demand.

Xurrent provides a modern, AI-powered service management platform that deploys in weeks, scales across offices and geographies, and extends beyond IT to unify HR, Finance, Facilities, and client operations on a single platform. With 100% platform uptime in the trailing 12 months and a 350ms P95 page load speed, Xurrent delivers the reliability and responsiveness professional services firms need to keep their people productive and their clients satisfied.

Service management for client-driven firms

Xurrent is a service management solution with strong and adaptive workflows that support the unique needs of professional services organizations. Xurrent is also deployed to deliver an increasing array of non-IT services. In professional services, this can cover:

• Information Technology

- Desktop and laptop provisioning
- Application support
- Network and VPN management
- Service Integration and Management

• Human Resources

- Employee onboarding and offboarding
- Contractor and temporary staff provisioning
- Benefits administration

• Finance and Administration

- Expense and procurement workflows
- New supplier requests
- Office and facilities management

• Client Operations

- Internal project support requests
- Cross-office collaboration

This combined suite acts as a technical platform for automation, enabling professional services firms to scale their operations across offices and geographies without proportionally increasing support headcount.

PRODUCT FEATURES

The Xurrent SaaS solution provides the following capabilities

- Incident and Request Management
- Problem Management
- Self Service for end-users
- Service Desk Console to optimize the efficiency of service desk analysts
- Request templates for frequently submitted requests
- Request grouping for major incidents
- Automated problem identification
- Knowledge Management
- Change Management
- Change Templates
- Scheduling of recurring changes
- Change workflow automation
 - Task templates
- Release & Deployment Management
- Project Management
- Service Portfolio and Catalogue Management
- Service Level Management
 - Operational Level Agreements
 - Track Internal SLAs
 - Track External SLAs with external service providers
 - SLA Consolidation to Underpinning Contracts (SIAM-based)
- Support Group Management
 - Advanced Time Tracking
 - Role-based permissions
 - Trust relations with other support organizations
- Service Asset and Configuration Management
- Software License Management
- Usability Features
 - Full Text Search
 - Audit
 - Multi-Language Support
 - Multi-Time Zone Support
 - Computer Telephony Integration (CTI)
 - Email Integration
 - Customizable email notifications
 - Email compliance archive
- System/SaaS Administration
 - UI Extensions
 - API Access
 - KPI Metrics Warehousing
 - Back-up to multiple physical locations
 - SSL Encryption
 - Your Branding
 - Single Sign-On
 - QA Environment
 - 99.8% Availability Commitment
 - Disaster Recovery Commitment

Fast Implementation, Immediate Value

Professional services firms cannot afford months of down-time during a platform transition. Xurrent's configuration-first approach delivers robust functionality through setup rather than customization, meaning implementations typically complete in 4 to 16 weeks.

Vitality, a financial services company, **implemented Xurrent in 90 days for 450 agents, replacing 6 years of ServiceNow progress.** They now support 3,000 employees with over 1 million members, achieved 70% self-service usage, and **realized a 50% cost saving** on their service management platform.

For professional services firms managing frequent staff changes, project-based teams, and multi-office operations, this speed to value is essential.

Enterprise Service Management Across the Firm

The most common pain point in professional services is that IT, HR, Finance, and Facilities all run separate request systems, creating friction for employees and reducing visibility for leadership. Xurrent solves this by extending service management across every department on a single platform.

UCL, a large institution with comparable organizational complexity, expanded platform use from 8 to 17 business functions (HR, Finance, Legal, Student Services, and more), achieving 112% wider adoption. They **saved 735 person-hours on a single finance workflow** (New Supplier Requests) across 1,400 requests and **improved average completion time by 10%.**

Fiskars, a global organization with 7,000 employees across 29 countries, **automated 3,000 workflows in the first 6 months** after implementation and achieved a **96% user satisfaction rating.** They projected **40% cost savings** on service management over 5 years.

Self-Service and Knowledge Management

Reducing ticket volume through effective self-service is critical for firms where support teams are lean. Xurrent's knowledge-centered self-service portal empowers end users to resolve common issues independently.

UHasselt implemented Xurrent in just 24 days across 1,800+ staff members and **saw open tickets drop from an average of approximately 5,000 to approximately 400 per month.** First-level resolution rose from approximately 30% to 50%, with expectations to reach 75%+. Over 80% of IT users reported satisfaction with the 24/7 self-service portal.

For professional services firms with global offices spanning multiple time zones, a strong self-service capability means employees get answers without waiting for the service desk to open.

Get started with Xurrent today.

Contact a Xurrent Expert ↗

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.



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