

SYRA Platform



Objective

SyRa aims to **drastically simplify and modernize Syensqo's IT and Enterprise Service Management (IT/ESM)** landscape by optimizing user experience, automating workflows, and aligning processes with industry best practice, all while maximizing adoption, performance, and cost efficiency

Scope

The platform covers the **entire service lifecycle**, including incidents, requests, access, change, assets, knowledge, and more across both **IT and business (GBS) services**. It addresses both **front office (user interaction)** and **back office (process execution)**, impacting 30,000+ users and 3,400+ agents

How it works (in a nutshell) ?

SyRa is a streamlined ITSM platform built on **BMC Helix**, enhanced with **AI-powered automation via SYGPT**, simplified service catalogs, modern UI, and **out-of-the-box process models**. It allows users to submit requests, solve issues, and access services effortlessly via portal or chatbot without navigating complex menus or forms

Why SyRA and ITSM Matter

A Strategic Transformation to Simplify & Empower

Anchored in 4 Core ITSM Transformation Pillars

- Tooling
- Organization
- Workflow
- Adoption

Value Delivered Through ITSM

- ✔ Boosts user satisfaction & business alignment
- ✔ Accelerates innovation & IT performance
- ✔ Cuts costs, ensures compliance, delivers value at scale

An example of ITSM Tool :

Simplified User Experience

- Guided workflows, fewer clicks and fields
- Up to **70% time saved per request**
- Clean homepage: 3 buttons

Operational Efficiency & Clarity

- Standardized request when possible
- Simplify the categorization with fewer categories
- Proximity support = less manual handling

Business Impact at Scale

- 30,000+ users, 400k+ requests/year
- Embedded support aligned with GBUs
- Faster, more business-aware IT response

Link here to the slide: [Why SyRA and ITSM Matter](#)

Want to know how to use the SyRa Platform : Find our tutorials [here](#)

Useful contacts

To be completed by the new team

Need more info

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