

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

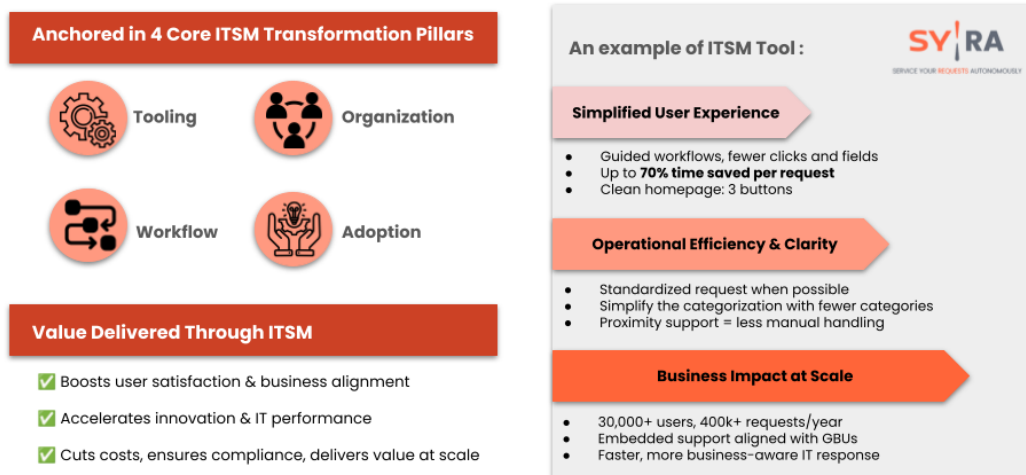
The platform covers the **entire service lifecycle**, including incidents, requests, access, change, assets, knowledge, and more across both **IT and business (GBS) services**. It addresses both **front office (user interaction)** and **back office (process execution)**, impacting 30,000+ users and 3,400+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



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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