Transform your IT organization and increase productivity with reduced service outages

Get 50% increase in productivity, 96% faster recovery time and 70% reduction in time to resolve common issues. It is Digital Transformation improved and delivered with excellence.

4Biz Service Management Platform

Available for SaaS or on-premise, **4Biz** is a comprehensive platform developed by Run2biz to support the many needs of, not only just your IT Department, but also your entire corporation. **4Biz** improves your IT Digital Transformation with speed and delivery quality that helps the whole company to work better and smarter.

4Biz allows you to

- Make gradual and agile implementation that provides fastest return on investment
- Promote smart work and greater collaboration using AI
- Avoid failures by using AI monitoring, allowing your team to act before problems happen
- Reduce operating costs to turn them into investments for innovation and evolution
- Offer better service level and support for your customers
- Provide faster customer resolution times
- Get increased customer satisfaction
- Free up time from manual routines
- Enable operational excellence
- Remove silos

Business outcomes

- 21% more free up time by avoiding rework or unplanned work
- 44% more time for new or value-added jobs
- 50% increased productivity
- 80% more likely to implement successful "changes"
- 96% faster recovery time from failures

Your project can be online in less than 60 days* by focusing on biggest pain points first so you can realize ROI as fast as possible.

*Limited scope project, conditions may apply. Please contact your reseller.

run2biz | *Result focused.*

IT Transformation for better business results

IT transformation is much more than technology. It is about management and continuous generation of value for all involved. It is also about aligning IT, in the customer-centered chain, making the entire chain interconnected.

With **4Biz** you can streamline the connection between employees and technologies for effective service management, optimizing business results and taking your IT to the next level.

Business Challenge

Modern companies must have their services orchestrated by IT, but it is still very common to find IT departments working on the "put out fires" model, with several non-integrated tools, having a very hard time managing their many suppliers (hardware, telecom, software and other services).

This causes a lot of waste of resources and misalignment with the company's business strategies. This being said, IT departments need modern and intelligent tools to solve their challenges and help them getting more competitive in the market.

The Solution

4Biz platform is made up of Service Management and other components that can consolidate an intelligent way of managing the entire value generation chain of IT services. The platform delivers an immersive customer experience also creating ways for the company to achieve operational excellence.

Connect your IT to the next level of service intelligence as a competitive advantage

ITSM	IT Service Management
ESM	Enterprise Service Management
CSM	Customer Service Management
ITOM	IT Operations Management
ITAM	IT Asset Management
AI	Artificial Intelligence
AIOps	Artificial Intelligence for Operations

4biz

center — tracker

IT Value Creation

tasker — builder
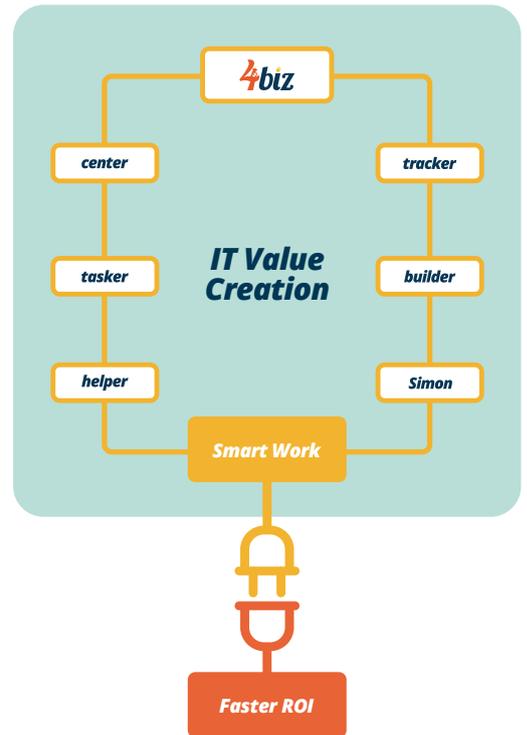
helper — Simon

Smart Work

Faster ROI

"Service Management is the real engine to align IT with your company Business strategy. We strongly believe that the Service Management concept is extremely powerful and that its adoption increases the performance of companies. This concept should be applied to the entire company, not just to IT, and to the management of the entire value chain, from suppliers and internal sectors to the customer."

Emauri Gaspar, Cofounder of Run2biz

Lead IT in Digital Transformation with 4Biz Service Management Platform

With **4Biz** you get the technology your company needs to deliver business goals and better performance outcomes. There are 7 main components in the platform: **4Biz Service Management**, **Tracker**, **Tasker**, **Helper**, **Builder**, **Center** and Simon.

IT Service Management & IT Workflows Automation

4Biz Platform is aligned with global frameworks (Agile, ITIL4, COBIT, Design Thinking and Lean) to support the digital transformation. Certified by Pink Elephant in all 16 processes related to Service Management, which can promote greater control, better management, satisfaction and engagement of customers, suppliers, and employees.

4Biz Service Management embraces *ITSM (Service Management); ITAM (Asset Management); ITOM (Operation Management); NOC (Network Operations Center); Service Desk; Gamification for Service Desk Teams; AI-oriented virtual assistant; and IT Workflows Automation.*

The platform gets you covered in:

- *IT Service Management & IT Workflows Automation*

- *Employee & Business Workflows*

- *Low-Code Development & Integration Services*

- *24/7 Services*

- *Self-Service Portals & Digital Workplace*

- *Agile Project & Task Management*

- *Infrastructure Management & Event Correlation (AIOPS/SIEM)*

PinkVERIFY™ 16 PROCESSES

Employee & Business Workflows

Tracker is a process and workflow automation solution based on BPMN2. It allows organizing, sequencing, and parallelizing activities, assigning responsibilities and performance targets. You can customize forms and various integrations facilitating automations and supporting employee and other business workflows. **Tracker** will also help you modernize legacy systems, optimizing past investments.

Low-Code Development & Integration Services

With **Builder** you can easily build dynamic forms completely codeless or use low-code programming to make applications and integrations. **Builder** allows you to integrate legacy systems, as well as create new features quickly and provides a comprehensive set of RESTful API commands and visual components for extending capabilities and integrations.

24/7 Services With Artificial Intelligence

Helper is a virtual assistant solution based on Artificial Intelligence that provides your customers faster services and better user experience. Due to its omnichannel capability, it can be integrated with WhatsApp, Twitter, or Facebook Messenger. Chatbots created with **Helper** are easily used by any department to enable 24/7 services.

Self-Service Portals & Digital Workplace

Center is a tool for creating, provisioning, and managing self-service portals and digital workplaces that are essential to accelerate the productivity and agility of employees. **Center** optimizes the use of digital resources, connecting people with technology. You can unite many systems and resources in a single point to deliver higher performance.

Agile Project & Task Management

Tasker is a Kanban-based agile project and task management solution that helps you organize and track teams' activities. With agile mindset incorporated to your company you will be able to perform easy management of daily routines, assigning priorities, deadlines and achieving greater engagement of team members, leading to an increased visibility of results.

Infrastructure Management & Event Correlation *(AIOPS/SIEM)*

Simon is Artificial Intelligence solution for IT operations with Predictive Analytics that includes active monitoring of various data sources, automatic topology checking, anomaly detection and event evaluation. Identify and react to IT problems quickly, adding predictive analysis and 100% automated actions for risk mitigation.

About Run2biz

Run2biz is a global information technology company focused on the development of agile technological solutions that simplify and generate real value in organizations day-to-day. We work to support performance and evolve digital transformation in a fast, consistent and compatible way with the increasingly accelerated changes of our time.

Developing 4Biz

The history of **4Biz Service Management** platform has been drawn since 2004, when we listened to various customers' needs and realized that, in addition to technology, they needed an integrated solution that would allow the management of several teams, automation of routine, suppliers management and the value chain of all IT.

Percentages of gains and improvements are not specifically related to the 4Biz platform, but to the correct adoption of good ITIL / ITSM practices (Global History). Its correct application also influences achieved percentages. Contact your reseller for more information. Source: Pink Elephant, Axelos.

Take your IT to the next level. Contact us.

run2biz | *Result focused.*

Licensing Models

Plans >>	Silver (Operations)	Gold (Transition)	Platinum (Planning)
Requester	Unlimited	Unlimited	Unlimited
Fulfiller (Agent)	<=10	11 to 50	51+
Approver	Unlimited	Unlimited	Unlimited
# Of Processes*	#1 to #6	#1 to #12	#1 to #16 (all)
Work Flows	Unlimited	Unlimited	Unlimited
Simultaneous Users	100 (overage cost may apply)	120 (overage cost may apply)	150 (overage cost may apply)
Field Service GEO	Priced as needed based on client usage	Priced as needed based on client usage	Priced as needed based on client usage
Event Management Integration	_	Included via E-mail / web services	Included via E-mail / web services
Simon (AI Ops)	Per device/mo	Per device/mo	Per device/mo
Helper (Chat Bot)	Per concurrent user/mo	Per concurrent user/mo	Per concurrent user/mo

*PROCESSES

1. SPM = SERVICE PORTFOLIO MANAGEMENT
2. IM = INCIDENT MANAGEMENT
3. SCM = SERVICE CATALOG MANAGEMENT
4. SLM = SERVICE LEVEL MANAGEMENT
5. RF = REQUEST FULFILLMENT
6. KM = KNOWLEDGE MANAGEMENT

7. AM = ASSET MANAGEMENT
8. PM = PROBLEM MANAGEMENT
9. REL = RELEASE & DEPLOYMENT MANAGEMENT
10. CHG = CHANGE MANAGEMENT
11. EV = EVENT MANAGEMENT
12. SACM = SERVICE ASSET & CONFIG. MANAGEMENT

13. FM = FINANCIAL MANAGEMENT
14. AVM = AVAILABILITY MANAGEMENT
15. CAP = CAPACITY MANAGEMENT
16. ITSCM = IT SERVICE CONTINUITY MANAGEMENT