IT SERVICE
BUYER'S GUIDE

Edition 9

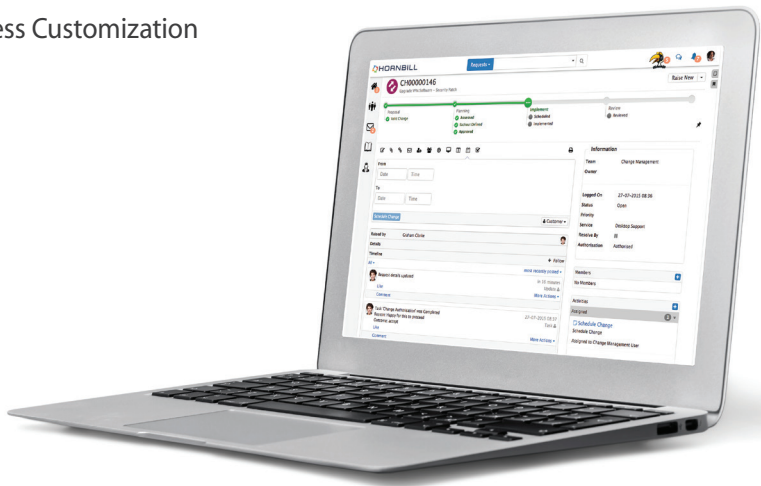The specialist guide to service desk software and tools

SDI | Service Desk Institute

HORNBILL

Simplifying modern ITSM

- **Free implementation:** 30 day assisted switch-on
- **Priced for life:** No price increases guaranteed
- **Trained for life:** No training costs
- **No fixed term contract** – we don't lock you in
- **No more upgrades** – always up-to-date
- **Customizations keep working,** so you do too
- **100% Codeless Customization**

Rethink ITSM

IT Service Buyer's Guide

Contents

○ **Product Pages**   ○ Case Studies

SDI | Service Desk Institute

TOOL SELECTION

Inspiring service desks to be brilliant

The SDI Tool Selection service provides you with a complete tool selection kit to support you through the entire process of selecting a new tool.

The tool selection kit includes:

- Expert independent advice during the specification and buying process
- SDI market reviews
- Tailored technology specifications
- Product options and recommendations
- Procurement review, weighting and decision models
- Implementation planning documents and templates
- Immediate feedback on your current tool and alternative market options

Book a discovery conversation with a member of the consultancy team to see how SDI can help you to make the right ITSM tool decision for you.

Phone: +44 (0) 1689 889 100

Email: consultancy@sdi-e.com
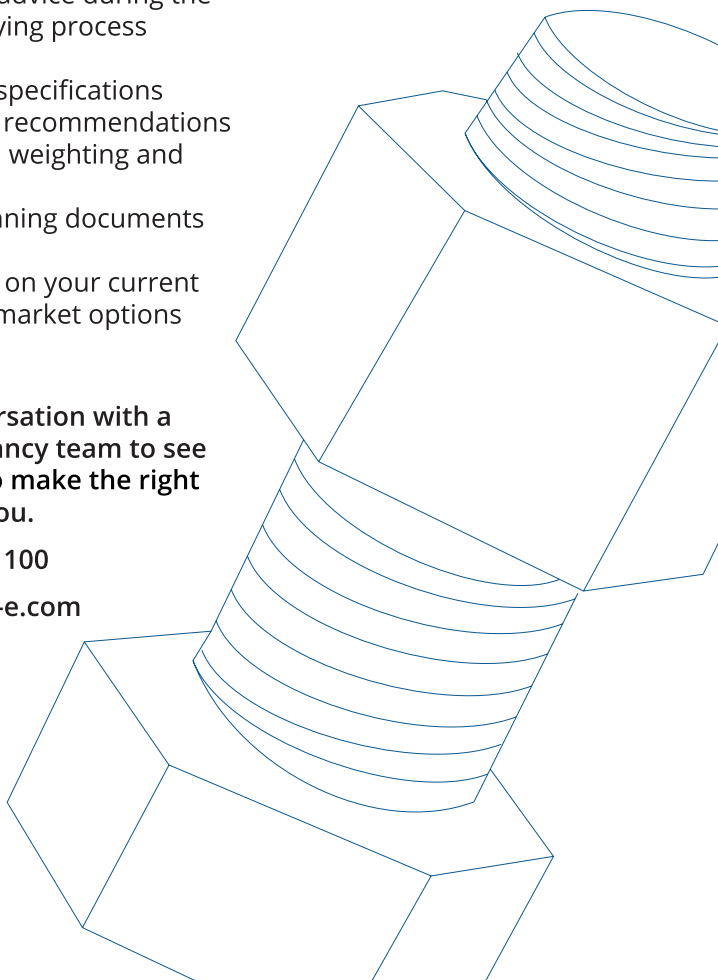
Welcome to the eighth edition of the IT Service Buyer's Guide – your free service desk software product guide bursting with all of the information you need to help you choose from the plethora of systems available in today's system management tools market place.

The one decision that really makes a difference for both consumers and providers of IT is choosing a system management tool that simplifies, standardises, is fit for purpose and supports your organisation's long-term strategic vision.

Making the right choice when the market is in fact saturated with system management tools and competitive suppliers can be extremely difficult. But fear not! Here at SDI, help is on hand to aid you with your research.

The IT Service Buyer's Guide provides you with a great insight into a number of the tools and services that are available on the market today. This edition is packed full of useful hints and tips, case studies and supplier feature articles. In addition there is an excellent quick look product guide to compare products at a glance against the more important selection criteria.

But SDI's assistance doesn't stop there. We host a number of software showcase events during the year, a supplier exhibition at our annual conference and provide a professional service to aid and assist you with your tool selection and replacement journey.

So enjoy this new edition of the IT Service Buyer's Guide. As always, we welcome your feedback and ideas on how we could enhance this guide. If you have any questions on the services we provide or would like to feed back your comments please don't hesitate to drop us a line at hello@sdi-e.com

Tessa Troubridge
CEO
The Service Desk Institute

Futureproofing Your ITSM Tool: Balancing Short-Term Needs and Long-Term Requirements

For many service desks, the decision to procure a new ITSM tool is as exciting as it is complex. Before making a selection, there is a raft of factors to consider - from selecting powerful new capabilities to ensuring the technology will meet the future needs of the organisation. The greatest challenge is balancing short-term needs and long-term requirements, a necessary process to ensure the service desk can recognise some immediate value with innovative features while also futureproofing the tool.

The process of futureproofing ITSM tools and technologies is not an easy task. Ultimately, the decision to procure a tool relies as much on its current capabilities as it does on how it will continue to deliver value five years down the line. Essential though it is, this long-termism can present an enormous challenge to service desk professionals who may understandably be more aware of their current needs than those they'll need in the distant future.

Picking the right capabilities for your journey

At its most granular level, it's about choosing the right capabilities to support the service desk on its journey. Understanding the present requirements of the organisation is a great place to start followed by an assessment of how it measures up to future objectives. A strategic goal to reduce call volumes by self-service resources may be supported immeasurably with the procurement of a tool, however, how customisable is this feature? A good self-service portal now, may not meet customers needs a few years down the line.

The next step is to formalise this process into a roadmap of where the service desk is now and where they aim to be in the future. Using this broader perspective, the features that are 'must haves' today may not be as important when the features needed to drive the future service desk forward are considered.

The balancing act can get tricky when there is an obvious short-term need. Commonly, the ability of a tool to integrate with another technology may shrink the pool of options down. However, a long-term focus may bring with it a clearer understanding of where the technologies sit – the benefits of integrating with a current business system may make sense now, but what if that system is also due to be replaced? Armed with this knowledge, the benefits of integrating the current ITSM tool with a business system may pale in comparison with the advantages of a tool that is capable of doing so with future systems.

Building A Partnership With The Right Vendor

Futureproofing by selecting the right capabilities is just one part of the jigsaw puzzle. Creating a successful partnership with a vendor is of critical importance if the tool is to continue delivering value. The right vendor will share the organisation's vision, have an aligned development roadmap and will be genuinely committed to supporting the success of the service desk.

Finding the right technology partner may be easier in the earlier stages of the process. Development roadmaps, deployment models and service level commitments are all early indicators of whether a vendor and a service desk are likely to work well with each other. Moving passed the more obvious indicators, service desks must take the time to discuss their requirements with vendors to gauge whether they are the right partner.

Using the ample resources available to understand more about the marketplace, the features on offer and the organisational cultures of ITSM vendors will undoubtedly be worthwhile. For example, attending industry events to meet with peers who have procured the same tool or have experience with a shortlisted vendor can be invaluable.

Finding a vendor organisation that is the right fit for the service desk is as important as the capabilities of their tool. Ultimately, the procurement of a tool is the first day of a partnership that will last several years. However, the importance of this is often placed secondary to the features of the tool - creating issues that are often revealed later in the process.

Recent SDI research – which highlighted the myriad issues service desks had experienced with current and former vendors – reinforces this point. The report summarised that 'truly successful relationships grow into collaborative partnerships in which vendors provide the expertise and support the customer's service desk needs to be successful. It is disappointing, albeit unsurprising, to see that many service desks do not appear to be in a collaborative partnership, and rarely stray from the traditional buyer-seller relationship. For these service desks, frustrations with both the ITSM tool and the vendor are rife, with little sign of improvement.'

For this trend to change, service desks and vendors alike must take the focus off short-term fulfilment delivered by features and focus instead on the long-term goals of the organisation supported by a collaborative vendor partnership.

By Oliver O'Donoghue,
Head of Research and Insight, SDI

PeoplePlus
People Skills Jobs

About

- PeoplePlus is a leading employment support and training services company with a mission to transform people's lives and businesses through work and training.

- The service desk team of 15 are based in Sheffield.

- In addition to the service desk, there are another 40 users of the ITSM tool supporting three separate instances across the business.

"SDI enabled us to accelerate the tool selection process significantly. Within just 10 weeks they turned our high level requirements in to a preferred vendor position."

Jeremy Dyson
Head of IT Service Delivery
PeoplePlus

Challenge

To replace a legacy service desk tool that was out of vendor support

The PeoplePlus service desk legacy tool lacked the most basic functionality required by the business such as automation request fulfilment, change management, problem, a customer portal, self service and service catalogue.

Also used by HR, customer services and the health and safety teams, information security and data segregation was a significant barrier to changing the existing tool.

Following some initial market research, the Head of IT Service Delivery felt they lacked the time and resources to do the proper due diligence required to select the best replacement tool.

"We desperately needed to find a new service management system but knowing where to start in such a complex market was a massive challenge for us."

New ITSM Tool

Solution

To engage SDI to draw up a shortlist of recommended software suppliers

After attending a software showcase event, PeoplePlus discovered that SDI could help speed up the tool selection process considerably. The first step was a tool selection workshop to establish the best way forward. PeoplePlus needed SDI to recommend, based on their complex security requirements, the best tools for them to choose from.

SDI worked to understand the requirements, held workshops with internal stakeholders and pulled together a detailed 20 page RFI document outlining the functionality they required in the short term. SDI also helped identify the the longer term strategic requirements to ensure the tool was future-proofed.

"SDI saved us time and cost in our tool selection process by recommending a shortlist of vendors we should meet."

Result

The RFI went out to 8 suppliers within 10 weeks and 3 vendors made the final shortlist

As an independent third party with an industry wide reputation and insight into tools used by hundreds of service desks, SDI was instrumental in influencing the senior management team in terms of decision making.

The tool PeoplePlus selected was based on business value, the most appropriate solution for their needs and the most appropriate vendor partner - rather than just cost.

SDI helped them identify a product and a supplier that would grow with their business over the short and long term.

"SDI helped us to engage with internal stakeholders to ensure everyone's requirements were captured."

SDI — Service Desk Institute

Alemba's vFire Enterprise Service Management Software

Designed to meet the complex requirements of Enterprise-scale business, Alemba's vFire Service Management software combines deeply rich functionality with ease-of-use and affordability.

Key Features

- ⊙ PinkVERIFY certification for 8 IT Service Management processes: Incident Management, Problem Management, Change Management, Knowledge Management, Availability Management, Service Level Management, Service Catalog, Request Fulfilment.

- ⊙ Build the system to your own requirements with flexible configuration options and a powerful screen designer.

- ⊙ Effortlessly identify and map interdependencies between infrastructure components, applications and business services, across both physical and virtual environments, through Federated CMDB connectors.

- ⊙ Sophisticated workflow builder which can be used to automate any IT or non-IT processes.

- ⊙ Easy-to-use Self-service Customer Portal

- ⊙ New Chat functionality: chat online with analysts in real time

- ⊙ Powerful Reporting Engine with over 100 predefined reports.

- ⊙ Microsoft Gold Partner for Application development

- ⊙ ITSM Review: Best in Class, Proactive Problem Management.

- ⊙ Remote system access with Alemba Mobile.

Alemba's functionally-robust Enterprise Service Management solution is designed to manage even the most complex of processes with ease.

Alemba's vFire IT Service Management software is backed by a quarter of a century of expert industry knowledge. At Alemba, we strive to continually build on this rich legacy to offer our valued customers the leading edge in Enterprise Service Management technology

Alemba's specialist Service Management software is trusted by a large number of Enterprise-scale organizations for its unrivalled depth of functionality and user-focused design philosophy. vFire offers features such as sophisticated workflows and a powerful integration platform, that work together to allow you to implement 100% start-to-finish automation straight out of the box.

With a strong consultancy background, unrivalled expertise in the Service Management market, and a strong focus on customer experience, Alemba is ideally positioned to deliver a successful, end-to-end ITSM project within your organization. Alemba can assist with every aspect of your Service Management needs, from software implementations to maintenance and support, training and upgrades.

"Within the first month of implementing vFire Cloud, we quadrupled the number of calls logged. The product is fantastic, but we soon learned that the best thing about working with Alemba is the people. We are very well looked after."

Vanessa Exton, Deputy Head of Operations at 3BM
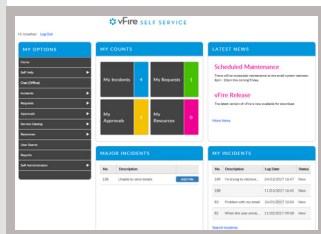
Company Details

Alemba Ltd, 1 Tannery House, Tannery Lane, Send, Surrey, GU23 7EF

www.alemba.com

Email: info@alemba.com

Phone: +44 (0) 203 479 7900

Twitter: @alemba

Facebook: www.facebook.com/alembagroup

Quick Specification

Customers Worldwide	350
Type of Company	IT Service Management
Latest Product Version	vFire Core 9.6

Price on Request

assyst - the complete Service Management solution

Scalable, intuitive and easy to use. Axios's ITSM and ITAM solution, *assyst,* helps you design, deploy, manage and optimize your processes, assets, services and support channels in one comprehensive solution.

Since its inception nearly three decades ago, Axios Systems has been 100% focused on IT Asset and Service Management solutions, its rhythm of innovation leading the way through the evolution of ITIL®. Global customers, of which there are more than 1,000, benefit from the constant introduction of industry firsts. The first product to achieve BS15000, the first to introduce gamification to service management, and the first to achieve accreditation for all 16 ITIL processes by PinkVERIFY™. Consistently featured in the Gartner Magic Quadrant, rated first by Ovum across five key ITSM categories, and placed as enterprise Champions by Info-Tech.

assyst offers everything you need from a service management suite in one application, enabling you to transform service delivery across every function of your organization. Global IT analysts InfoTech noted that Axios "should be on the shortlist for ANY large multi-site organizations that are focused on process improvement and creating an enterprise services model."

"The rollout of assystNET over the past year has not only reduced calls and pressure on the Service Desk, but also empowered our business users, giving them a greater experience overall. I am pleased to report that this, coupled with the seamless recent upgrade to assyst10 and the new intuitive UI, has led to highly positive feedback from both the IT team and our business users.

Assistant Head of ICT Services, Xentrall

Key Features

- **Complete Flexibility:** Extensive configuration enables in-house customization without scripting or consultants

- **True Enterprise Service Management:** Award-winning Service Catalog and process automation

- **Integrated Service and Asset Management:** Manage services, support cases and assets in one cohesive solution

- **Easy Integration:** Ready-made connectors with hundreds of 3rd party systems

- **Intuitive User Experience:** Visual tools, drag-and-drop functionality and user focused environment

- **Social Collaboration:** Enables problem solving, knowledge sharing and peer-to-peer support

- **Multichannel Support:** Give IT customers the choice of phone, email, web, mobile and chat

- **Powerful Analytics:** Real-time dashboards and a powerful Reporting Wizard fuel data-driven improvement

- **Customer-Focused Licensing:** Simple per-user pricing is easy to buy and adjust

- **Seamless Upgrades:** One app means one on-premise upgrade path, or automatic upgrade if you choose SaaS

Company Details

Axios Systems plc, 60 Melville Street, Edinburgh, EH3 7HF
www.axiossystems.com
Email: assyst@axiossystems.com
Phone: 0131 220 4748

Quick Specification

Customers worldwide	**1000+ Sites**
Type of Company	**Independently Owned**
Latest Product Version	*assyst* **10.7**

11

Remedy replaced and *assyst* implemented throughout the Council in only 106 days

City and County of Swansea
Dinas a Sir Abertawe

Consolidation of Service Desks and internal processes

The City and County of Swansea have been using *assyst* IT Service Management (ITSM) platform from Axios Systems to manage their IT service for schools, since June 2004. All other corporate departments were previously covered by an outsourced contract which had been in place since 2006, and as such primarily used Remedy provided by Capgemini. That outsourced contract terminated on 31st December 2015, with transition to a new Service Desk required by the end of October 2015.

"Having reviewed a number of options, we decided to roll out assyst across the Council [...] Axios Systems' reputation and absolute confidence of their implementation to the required deadline were drivers for the decision."

Jo Harley, Information and Strategy Manager, City & County of Swansea

The original suggestion was that the Council simply upgrade the existing *assyst* system and expand the license base, however, it quickly became apparent that it wasn't as simple as that and a larger project was required. Whilst the corporate team accepted a lot of the tried-and-tested functionality that the schools were using, internal processes were different between schools and the other departments; an issue which needed to be addressed.

Additionally, there was a requirement to provide self-service facilities that incorporated Service Catalog and *assyst* Reset. The biggest challenge was to have the design, build, testing and training all accomplished by 1st October to run in parallel with the Capgemini service for the first month. This meant that much of the activity had to happen over what are typical summer holiday months.

Working together: Axios Consultancy and CCS achieve scoping to go-live in only 106 days

Swansea effectively had the task of bringing two Service Desks into one in 106 days. The project involved a complete reimplementation to the latest version of the software and moved the Council from Windows to Web. It was essential that the school and corporate data were kept separate, and Change Management needed to be implemented for corporate in a way which was different from how the schools were using it. The key stages of the project were as follows:

June 2015 – Initiation and Scoping: An initiation day took place on 17th June when the project was re-scoped based on the requirements outlined above. Once the scoping was signed off and the project plan was in place, CCS had confidence that they would have the system delivered on time, in the way they wanted it to be delivered.

From the outset, there was a good team effort from both sides – Axios knew they had to share some responsibilities across the build activities to fit into the timeframe, and CCS allocated a dedicated Project Manager which proved a great benefit to the success of the project. The Project Manager didn't get involved in the build, but rather was a conduit to keep the project on track and manage expectations. She was able to manage the critical path to ensure everything was done on time and get the right team involved at every stage to own their tasks and bring the right information to the table. This allowed the Axios consultants to focus their effort on the product, not project coordination.

July 2015 - Workshops and Design: The first piece of work after the scoping was signed off was to run the workshops to fully define CCS's requirements. Work then focused on analysis and design, which went on through the remainder of July when design was signed off and ready for build.

August 2015 – Training and Project Build: Training took place in early August, which brought the CCS administration team up to speed with the new product.

The Council assigned a dedicated team to which Axios consultants could pass tasks. This enabled a true skills and knowledge transfer ensuring that the CCS team understood and could manage the system post go-live. On 24th August, the build began, and was run as a joint project between the Axios consultants and CCS admins through August and September.

September 2015 – Train the Trainer and transition from development to live: Train the Trainer sessions were run with dedicated CCS trainers, who then took Axios's methods and documentation and developed their own training courses to deliver to all CCS staff.

The Axios team had a week from 24th September to make the smooth transition from development to live, and worked closely with the CCS administrators all the way to a problem-free go-live day on 1st October.

The Future

CCS plan to develop their use of *assyst* further. Phase two of continuous Service Desk improvements is underway, including the CMDB. It is envisaged that this will provide a lot more accurate information of the ICT estate and a single source of information on all assets, from location to maintenance information.

With the Service Catalog in place, the scope is also there for a wider use covering non-IT areas. The Council plan to explore the provision of enterprise-wide service management. In addition, they will look to offer services out to other public sector bodies, thus operating as a true shared-service center.

Results
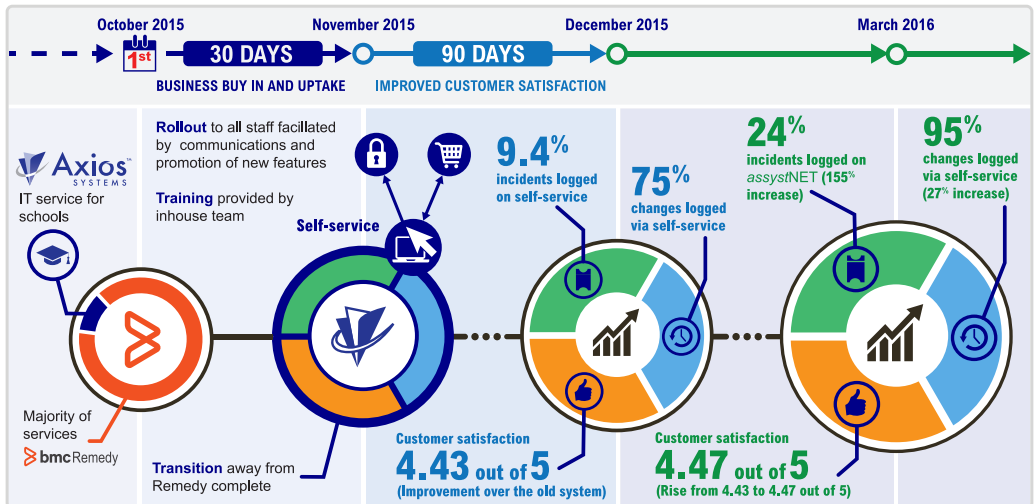
CCS now have a consolidated ITSM tool, rather than a disjointed set of tools. No special scripting was required, and the Council are now self-sufficient and able to make their own design decisions. The delivery team have become an expert group within their own organization to take *assyst* forward and keep momentum going.

Reasons for Success

Nigel Munford, assyst Consultant, Axios Systems

"Having very knowledgeable people in their business environment was very helpful. CCS knew they had to free up the right people to do the work required, and their dedicated Project Manager was very good at asking the right questions and providing us with what we needed to know. The fact that the dedicated team were there and pitched in gave our consultancy team a much bigger set of resources to work with. We were the pivot point – they did a lot of hands-on work themselves.
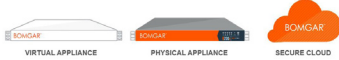
The dedication of the CCS staff in getting this project done was an incredible feat. They put the time and resource in to contribute to the success. They are now in a great position with a good platform to drive IT service forward."

Jo Harley, Information and Strategy Manager, City & County of Swansea

"The consultants who were on site to deliver the product were excellent. Their expertise in the technical capabilities of the system and their understanding of the business was invaluable and contributed enormously to the successful delivery of the project."

Nigel Munford, assyst Consultant, Axios Systems

"City and County of Swansea allocated a dedicated team to this project which in itself contributed to the success. With a focus on skills transfer, they rolled up their sleeves and got stuck into the build. They were able to do everything themselves and we were confident that they would carry on and keep things moving forward after go-live."

BOMGAR™

Bomgar

Bomgar provides secure remote support solutions allowing you to offer remote assistance through firewalls to desktops, servers, POS systems, and mobile devices.

VIRTUAL APPLIANCE   PHYSICAL APPLIANCE   SECURE CLOUD

Key Features

- ⊙ **Screen Sharing** - See and control remote devices
- ⊙ **Chat** - Chat with end-users and other reps
- ⊙ **File Transfer** - Transfer files to and from the remote system
- ⊙ **Jump Technology** - Allows reps to access unattended servers or desktops
- ⊙ **Multi-Platform Support** - Windows, Mac, Linux, iOS, Android etc.
- ⊙ **Mobile Rep Consoles** - Provide support from iOS and Android devices
- ⊙ **Collaboration** - Share /Transfer sessions with internal and third party reps
- ⊙ **Security** - Fully integrates with Bomgar Vault for direct credential injection
- ⊙ **Audit & Compliance** - Securely records detailed logs and videos of session activity held on premise under customer's control
- ⊙ **Integrations** - Out of the box integrations with leading service and help desk systems

Bomgar allows you to access and fix any remote device, running any platform, located anywhere in the world. Technicians can chat with an end-user, view and control remote systems and devices, and collaborate with other technicians or external parties to quickly resolve issues, increase productivity and end-user satisfaction, all with the highest levels of security.

- • Connect No Matter What OS They're Running - Support remote computers running Windows, Mac, and Linux or mobile devices running Android or iOS.
- • Integrate Bomgar with Your Service Desk or Systems Management Solution – Built in integrations allow you to increase the effectiveness of your support team and the ROI of your ITSM investment.
- • Deploy Securely On Site or in the Cloud - On-premises physical and virtual appliances improve security and Bomgar Secure Cloud offers flexibility without compromising security.
- • Connect Securely Every Time - Connect without VPN or firewall changes. Bomgar Remote Support fully integrates with Bomgar Vault allowing for direct credential injection.

"Bomgar has improved first-time resolution rates as well as time-to resolution. "Before, if a user working in the field couldn't connect to our work management system with their device, we would have to ask them to describe what they were seeing on their screen to diagnose the problem. Now, we can gain complete visibility and control of that device, which makes troubleshooting a much quicker and easier process. It has also reduced the number of instances we need to go on location to fix an issue."

Northumbrian Water Group
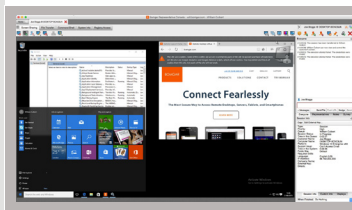
Bomgar UK Ltd
Suite 4, Anglers Court, 34 – 44 Spittal Street, Marlow, Buckinghamshire SL7 1AJ
www.bomgar.com
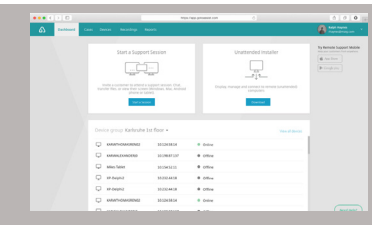Email: enquiries@bomgar.com
Phone: +44 (0) 1628 480 210

Quick Specification

Number of Worldwide sites	**11,000+**
Type of System	**Remote Support**
Operating System required	**Windows, Mac, Linux, Android, iOS**

GoToAssist

Easily deliver technical support with the worldwide market leader in remote support. GoToAssist helps small and growing businesses improve customer satisfaction, increase first-time call resolution and streamline operations.

Customer contact centres and support organisations around the globe choose web-based GoToAssist for its ease of use, dependability and speedy return on investment.
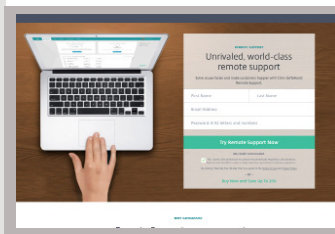
With GoToAssist's robust tool set, your Support Agents can securely view and control customers' machines and mobile devices to fix issues fast. Centralised admin makes it easy to set up new support agents, customize permissions and run reports

Our customers report:

- 75 % Increase in First-contact Resolution Rates
- 70% Increased Customer Satisfaction
- 67% Increased Customer Retention
- 52% Decreased Support Costs"

"With GoToAssist, we decreased average handling time by 40 percent. We continually receive feedback from our customers that they are very satisfied with GoToAssist and their support experiences."

Robert Bell, Director of Product Support Service Eclipsys Corporation

Key Features

- **Unlimited Live End-User Support** Securely access and control customers' computers to resolve issues quickly

- **Unattended Computer Access** – Support remote computers and servers without an end user present

- **File Transfer** – Securely send and receive files in a live or unattended support session

- **Remote Diagnostics** – Easily access your customers system information including hardware and software configuration

- **Multi-session** - each support agent can support up to 8 customers at a time.

- **Team collaboration and session transfer.**

- **Easy administration and robust reporting**

- **Record and monitor sessions for training and accountability.**

- **Integrate with CRM tools for smoother, faster service.**

- **Easy implementation, free updates and 24/7/365 support.**

Company Details

Chalfont Park House, Chalfont Park, Gerrards Cross, Bucks, SL9 0DZ United Kingdom
www.gotoassist.co.uk
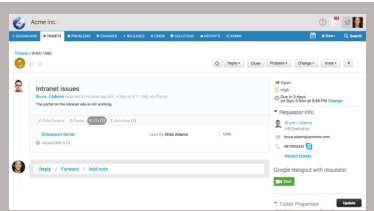Email: uk@citrixonline.co.uk
Phone: +44 (0) 800 011 2120

Quick Specification

Operating Systems	SaaS

Refreshing ITSM

Freshservice is a cloud-based IT service desk and service management solution that's easy to set up and use, to transform employee experience across the organization.

Key Features

- **ITIL processes** like incident, problem, change and release management
- **Proactive suggestions** for common issues to drive self-service adoption
- **Workflow automations** to further reduce undue workload
- **Canned responses** and other time-saving features
- **Calendar** to access your daily to-do list
- **Native integrations** with popular business apps
- **RESTful APIs** for building custom integrations
- **Custom reports** to help make informed decisions
- **Mobile apps** to provide support on-the-go
- **Gamification** to boost morale and keep the team driven towards your goals for service

Incident Management

Organize, prioritize and delegate incidents efficiently no matter how much the queue with powerful, time saving automations. Further reduce undue workload with automatic suggestions for common issues on the self-service portal.

Service Catalog

Automate and simplify the request fulfillment process, and eliminate errors. The service catalog provides your users with a smart, hassle-free experience similar to shopping online. And the mobile app makes approving requests a matter of seconds.

Asset Management

Take complete control of your IT and non-IT assets. Track hardware devices, software applications and contracts throughout their lifecycle and get expiry alerts. Automate asset discovery, understand dependencies and impact better.

Knowledge Base

Empower your employees by letting them look up solutions even before raising tickets. Go a step further and proactively populate relevant solutions based on ticket keywords. Quickly attach relevant solutions while responding to tickets.

Multi-channel support

Provide support for issues raised via email, self-service portal, phone, chat, or in person, from your service desk. The easy to use Freshservice mobile app for iOS and Android makes it easy for your users to access support on-the-go.

"The move to Freshservice was cost neutral but, in terms of performance and the benefits it brings, it has overhauled IT service provision at M&C Saatchi."

Adam Le Feuvre, Project Manager, M&C Saatchi
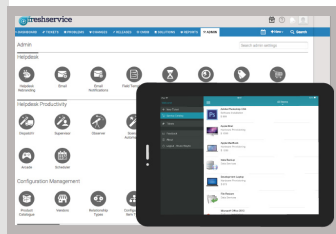
Company Details

1250 Bayhill Drive, Suite 315, San Bruno, CA 94066
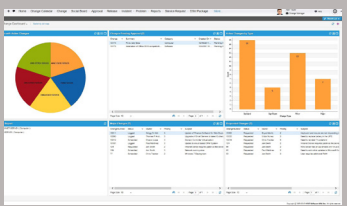**www.freshservice.com/EMEA**
Email: alex@freshdesk.com
Phone: +1 650 513 0514 (Mon-Fri)

Quick Specification

Customers worldwide	**100,000+**
Type of System	**Saas**
Company	**Independently owned**

HEAT Service Management

HEAT Software delivers the world's most powerful fusion of flexible, advanced and secure, service and unified endpoint management solutions.

⌐HEAT software

HEAT Service Management is the ultimate in ITIL Service Management. If you are ready to step up to running your IT organisation as a service, HEAT Service Management will support you with the tools to make this a reality. HEAT Service Management includes the robust functionality of HEAT Service Desk and adds Release Management, Service Level Management, Event Management, and Availability Management.

With HEAT IT Service Management solutions you can easily request a service or change, plan for appropriate remediation measures, automatically approve and authorise the request, implement the change to your users, audit the successful completion and service level agreements associated with the change, and control your services portfolio on an ongoing basis to ensure enhanced service quality and customer satisfaction.

"With HEAT, I could see straight away that we were purchasing a very powerful and configurable tool, and the 'out of the box' processes available with HEAT mapped well with our implementation designs. Our partnership with HEAT Software will play an important role in keeping thousands of IT users operational and our IT teams happy."

John Ireland, Director of Customer Services at the University of Oxford.

Key Features

- Incident Issue Resolution
- Self Service
- Service Catalog
- Problem Management
- Knowledge Management
- Change Management
- Configuration Management
- Release Management
- Service Level Management
- Event Management
- Availability Management
- Workflow Automation
- Development Platform
- Dashboards & Reporting
- Survey
- Mobile
- Voice Automation
- Discovery
- Remote Control
- License Management
- Integrated Endpoint Management

PinkVERIFY™ 2011
10 PROCESSES

Company Information

HEAT Software
Third Floor, Capitol Building, Oldbury,
Bracknell, RG12 8FZ
www.heatsoftware.com
twitter: @HEAT_Software

Quick Specification

Number of Worldwide Sites	**15,000**
Type of System	**Service Management software**
Support Options	**Follow the sun and full training**
Operating Systems	**Web client supports all main browsers**

Entry price in £ excluding VAT. Pricing available on request.

Hewlett Packard Enterprise

HPE Service Anywhere

Quickly and efficiently handles change and incident management while bringing together a broad range of ITSM capabilities, Big Data and social collaboration to enable your workforce with connected intelligence.

Only HPE delivers connected intelligence through deeply embedded Big Data technology that delivers the right answers to IT, users, and the business in today's IT environment.

Service Anywhere captures valuable social interactions, identifying trends, creating company intellectual property, and has the ability to intelligently access this information at the speed of business to create competitive advantage.
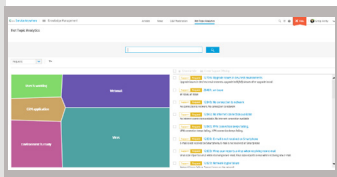
The social self-service portal in Service Anywhere, supported by powerful natural language search and consumer-centric social media features, empowers users to help themselves - reducing the number of issues and requests to IT.

Easy to use, configure, administer, and maintain, HPE Service Anywhere can be deployed quickly. With codeless configuration and true SaaS, upgrades become seamless.

Service Anywhere comes with many years of ITSM experience, best practices, and embedded ITIL industry processes, which includes world-class support. It is a solution that can help reduce total cost of ownership (TCO) for the service desk and reduce operational risk, while increasing productivity and collaboration across the organisation.

Find out:

• How the Department for International Development reduced their inbound calls by 65% within one month of going live with HPE Service Anywhere

• Why The James Hutton Institute said 'HPE was the only one that had the wow factor and it really impressed our staff in the demo'

• How Aer Lingus went live with HPE Service Anywhere in just 2 months

Key Features

⚙ **For End Users**

Self-sufficiency: Google-type experience, social experience, virtual agent

⚙ **For Service Desk Agents**

Service Acceleration: Contextual relevant information, contextual analytics, structured data detection, Pattern detection

⚙ **For Analysts & Process Managers**

Efficiency: Process KPIs, recommended improvement action

⚙ **For Administrators**

Agility: OOB processes, Codeless Configuration, Easy and worry-free updates

Company Details

Hewlett Packard Enterprise,

1 Aldermanbury Square, London,

EC2V 7HR

www8.hp.com/us/en/software-solutions/it-service-management-itsm/index.html

Hornbill Service Manager

Collaborative ITSM

Hornbill Service Manager simplifies modern ITSM with a fresh approach that blends ITSM best-practice with innovative collaborative technologies to enable optimised IT service delivery.

Hornbill Service Manager combines two decades of experience in ITSM with innovative technology and powerful Business Process Automation and task orchestration capabilities. This deliver a fresh approach to Incident, Problem, Change, Request Fulfilment, Service Level Management, Configuration and Knowledge Management, alongside the request fulfilment requirements of non-IT teams.

Service Manager enables team members to communicate, collaborate and share information and expertise leading to faster resolution, retained and reusable knowledge, increased first time fix rates, lower costs, and an improved customer experience.

On-the-go collaboration means users get notified and can take action wherever they are. Team members are able to view, update, reassign and authorise requests and activities, ask questions, and engage with their colleagues from their mobile device, wherever they are, at any time.

Hornbill's **FREE 30 day switch-on service** gets you up and running quickly. Our unique 'Priced for Life' guarantee means you will never face a price increase. Continuous deployment provides instant, ongoing automatic updates mean you always have the latest functionality – no upgrades, no disruptions to service, and your **100% codeless customisations** keep working so you can too.

Key Benefits

- **Free implementation:** 30 day assisted switch-on

- **Priced for life:** No price increases guaranteed

- **Trained for life:** No training costs

- **No fixed term contract:** We don't lock you in

- **No more upgrades:** Always up-to-date

- **100% Codeless Customization**

- **Customizations keep working**, so you do too

Key Features

- Innovative approach to Incident, Problem, and Change Management including user Self-Service

- Improved access to information enables collective action and faster resolution

- Full featured mobile app

- Simple intuitive user interface

- Powerful Business Process Automation and Task Orchestration

- Automated and self-maintaining data synchronisation and single sign-on functionality

- Out-of-the-box metrics, reporting and dashboards functionality

- Continuous deployment provides instant, ongoing software updates providing you with the latest functionality with no disruption to service

See it in Action:
www.hornbill.com/service-manager/see-more

Company Details

Hornbill Service Management Limited
Apollo, Odyssey Business Park, West End Road, Ruislip, HA4 6QD
www.hornbill.com
Email: hello@hornbill.com
Phone: +44 (0) 208 582 8282

Quick Specification

Type of System	**Collaborative IT Service Management Solution**
Operating System required	**IE10+; all other browsers**
Language Support	**Available in any language**

£42.50 per user per month. Volume discounts apply.

House-On-The-Hill

SupportDesk: The service desk that grows with your business. Scalable, intuitive, customisable; SupportDesk enables you to provide the best support across multiple business areas, times-zones, languages, and evolve your service desk as your business grows.

For 23 years we have been delivering excellent value Cloud and On-Premise service management software to businesses worldwide. We have longstanding relationships with our customers who appreciate our expert consultancy and training, some of whom have been with us since 1993. You too can discover SupportDesk for...

Heightening the Customer Experience:

SupportDesk's Self-Service Portal provides a personalised dashboard for Customers to log and track calls, view FAQs and Service statuses, and provide valuable feedback. User dashboards are easily customised with SupportDesk's Drag-and-Drop Designer.

Pro-actively Managing Assets:

SupportDesk's Audit Dashboard displays Asset Management reports at-a-glance. Used in conjunction with SupportDesk's Software Licence Manager, the system enables full audit capabilities and ensures compliance.

Continually Improving Performance:

With 100+ report templates, SupportDesk's QuickReport designer lets you run reports at the touch of a button, as well as create your own. Scheduled management reports ensure transparency, and reporting on all business areas, Assets, SLAs and KPIs, enables you to continually improve service.

Key Features

- Drag-and-drop dashboard and forms designers: create personalised profile pages, reporting dashboards, process forms and widgets

- QuickReport Designer for creating and scheduling service desk reports

- KPI Dashboard for visualising call volumes, breaches and escalations in real-time, using multi-level parameters

- Advanced process management for Incident, Problem, Change, Request Fulfilment, Configuration Management, Service Level Management and more

- Self-Service Portal for Customers to log and track their own calls and view a public FAQ section of the KnowledgeBase

- SNMP Network and auditing tool with integrated Software Licence Manager

- SupportDesk Touch for access from your mobile

- Email Management with Email Read functionality and Outlook Add-In

- Service Portfolio and CMDB for linking Assets, Products, Services and Users

- CRM, sales opportunity and marketing campaign management, plus Financial Management for POs, Suppliers and Contracts

'SupportDesk allows us to escalate problems. We're able to report from it and from there define certain key indicators or service level agreements, even within our own team.'

Juan Lowe, EPoS Manager, Nando's Restaurants
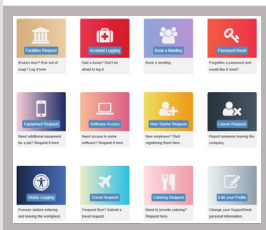
Company Details

House-on-the-Hill Software Ltd.
127 Stockport Road, Marple, Cheshire, England, SK6 6AF
www.houseonthehill.com
Email: info@houseonthehill.com
Phone: +44 (0) 161 427 8988

Quick Specification

Customers Worldwide	**Hundreds of customers worldwide**
Type of Company	**Independently owned, UK based**
Latest Version	**SupportDesk Ultimate, 2016**

LANDESK ITSM Solutions

Transform your operations with User Centered ITSM

The delivery of IT services impacts the "anytime, anywhere" productivity of employees and organisations. User centered IT Service Management (ITSM) solutions from LANDESK enable the consistent delivery and management of quality IT and business services across the enterprise.
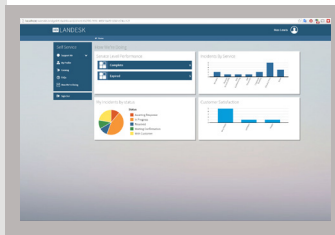
Automate workflows and processes within and beyond IT and generate visibility across systems and services. Benefit from all the capabilities expected from an enterprise-class service management solution including ITIL®-verified incident, request, problem, change, and knowledge management as well as market-leading self service. Enable faster resolution to keep your users productive, through to effective management of the service portfolio. In addition, take advantage of simplified integration with systems management and asset management for even greater insights and operational effectiveness.

- • ITIL PinkVERIFY - Verified on all 15 ITIL capabilities

- • SDI – SDI Performance Results Compliant

- • 2015 Gartner Magic Quadrant for IT Service Support Management – Named as a visionary

- • 2015 ITSM Review, Self Service Marketing Review – recognized as the best in class vendor

Sustain an enterprise-class service management operation with a solution that's easy to use and own.

"Without a doubt, the LANDESK solution is easier to manage from an administration perspective than any other service desk management solution we have worked with."

Cherrie Pinner, Global IT Service Desk Manager, Travelex

Key Features

○ **Process Core** – Easily build, modify and execute processes for all your IT and business needs. Provided with pre-defined processes.

○ **Codeless Configuration** –Rapidly set up, design and change without coding. Flexible for changing business needs without disrupting users.

○ **User Centered Workspaces** – Provide role driven user experience with the right information and action for each employee

○ **Intuitive Self Service** – Empower users with anywhere self service; tied to your processes and policy

○ **Reporting and Dashboards** – Quickly access multi-level reports with drilldowns and business value dashboards to bring business intelligence to your operations

○ **Modern Mobile ITSM** – Gain secure, location aware ITSM in the palm of your hand via browser and native iOS or Android

○ **Comprehensive Automation** – Orchestrate cross platform IT process automation such as service request fulfilment to create efficiencies and reduce errors.

○ **Simplified Integration** – Connects with IT tools, applications and data. Pre-built connectors for data sources and directory services

○ **Flexible Delivery** – Flexible and transparent licensing and deployment; on premise, cloud or hybrid delivery with named and concurrent license options.

Company Details

LANDESK Software, 3 Arlington Square Downshire Way, Bracknell, Berkshire RG12 1WA
www.landesk.com
Email: contactus@landesk.com
Phone: +44 (0) 1344 442 259

Choosing an integrated IT service management (ITSM) tool is simple with Marval. When you decide to move up to an integrated ITSM tool, knowing what to look for can be a challenge. That's why Marval have kept their ITSM tool (MSM) simple. MSM is easy to use, configure and maintain with an emphasis on effortless process integration, quality management reporting and technical innovation, Marval provides a flexible licencing model, perpetual or subscription licence pricing, with concurrent, named or mixed model user licences. This enables cost efficient licence purchasing with choice of deployment methods (Cloud or on premise within a customer's own IT infrastructure)

With a 100% web enabled, code free, service and customer focused design you'll find all the key ITSM processes and functions you need built in as standard and at no extra cost, allowing any area of your business requiring service and support to exploit the power of MSM.

MSM enables you to deliver service excellence – faster, better and cheaper than similar and more complex solutions on the market. All this delivered from a supplier with a proven and award winning team combined with world class consultancy, service and support.

"MSM software is an integrated, innovative ITSM software solution – a secure, reliable, scalable technology that supports IT business services and growth strategies of your organisation"

Key Features

- **Seamless Process Flow**, based on industry good practice frameworks and standards (ITIL /ISO/IEC20000)

- **Web Self-Service Portal**, easy to configure drag and drop portal, with underpinning service portfolio outputting service catalogue, log incidents, view status, access knowledge, change approval etc.

- **Process Breech Monitor**, ensures you understand and can pro-actively prevent issues before they occur and escalate

- **Business Intelligence Module**, enables powerful, graphical real-time reporting and creation of dashboards

- **Mobile Device Support**, offline access to worklists and other features, with synchronisation to main application upon service reconnection

- **Workflow Designer**, graphical drag and drop designer for process workflow development and easy creation of configuration views

- **Powerful SLM functionality**, with extensive SLA, OLA and under-pinning contract management capabilities and reporting

- **Business Rules Engine**, easy to use natural language function for building intelligent process automation and communication rules

- **CI Relationship and Risk Assessment Analyser**, graphical view and output of services, organisational structures and CI/asset relationships and dependencies

Company Details

Marval Software Limited, Stone Lodge, Rothwell Grange, Rothwell Road, Kettering, Northamptonshire, NN16 8XF, England
www.marval.co.uk
Email: info@marval.co.uk
Phone:+ 44 (0) 1536 711 999
Twitter: @marvalgroup
Facebook: MarvalSoftware

Quick Specification

Customers Worldwide	500+ organisations
Company	Privately owned British company
Latest Version	MSM v14.2

Service Management Software to Centralise Your Business Process

NetHelpDesk is a fully UK based company with over 20 years of experience in delivering powerful, intuitive service desk software to unify departments.

NETHELPDESK™
Your companion for business management
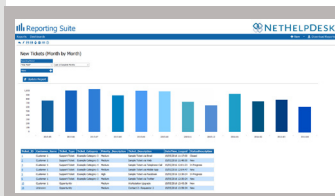
UK Company – 20+ Years of Experience

NetHelpDesk is a UK based company, which provides ITIL aligned service desk software that can be installed on premise or in the cloud. With built-in ITIL best practices, NetHelpDesk is relied upon in over 40 countries to provide a platform, not only for IT teams but for use across multiple departments. Organisations can scale their IT support with confidence, knowing that NetHelpDesk has over 20 years of experience and is trusted by multiple FTSE 100 companies.

Unifying Departments

With NetHelpDesk, multiple departments can use the same system and easily transfer tickets between each other. Through the use a single system, all communications are recorded in one central place and can be viewed on clear, intuitive screens. Built-in management reports allow for pinpoint identification of areas of the service delivery process that could be made more efficient. Flexible workflows allow for enhanced processes to be put in place.

"Having 350 Technicians, 16 mailboxes, 1200 Internal customers and handling 93,000 public calls (2014-2015) NetHelpDesk allows SEPA to efficiently transfer calls from our Communications centre to the correct department and ensures our customer enquiries are tracked efficiently."

Alan Johnson, IS Project Manager - Scottish Environmental Protection Agency.

Key Features

- **Fast, Clean Interface:** Designed to be quick and intuitive; no need to be IT savvy.

- **Single Solution for Multiple Departments:** Easy transfer of tickets between departments and built in OLAs to ensure efficiency.

- **Integration with Core Business Systems:** Centralise your business processes using NetHelpDesk's powerful built in integrations.

- **Flexible, Granular Reporting:** Use our built in management reports or quickly create your own.

- **ITIL Aligned:** Incident, change, problem, service, asset and knowledge management.

- **Automatic Problem Identification:** Automatically identify problems based on the subject of the incident.

- **Telephony Integration:** Ensure all data is captured by using our simple to use phone integration.

- **Self Service & Knowledge Base:** Improve efficiency by reducing the number of calls to your service desk.

- **Active Directory Integration:** Sync end users and agents from your Active Directory; ensuring data integrity.

- **Windows Password Reset:** Allow users to securely reset their own Windows passwords.

Company Details

Net Help Desk Ltd
Wharfside House, Prentice Road,
Stowmarket, IP14 1RD
www.nethelpdesk.com
Email: enquiries@nethelpdesk.com
Phone: +44 (0) 1449 833 111

Quick Specification

Customers Worldwide	500+
Type of Company	**Privately Owned UK Company**
Latest Product Version	**Version 10**

No Compromise IT Service Management

ServiceNow empowers you to do the extraordinary. We automate your daily support tasks and help you to track, measure, and process any unit of work. We do it all by delivering cloud-based IT service management software that's fast to deploy, and simple to configure.
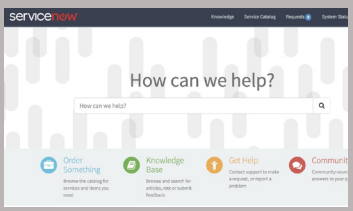
Key Features

- **Easy Guided Setup**
  Follow ITIL-compliant configuration steps and embedded help to deploy ServiceNow in a matter of days

- **Social Tools**
  Share and resolve issues across team members by using native social and collaboration tools.

- **Work Smarter**
  Change the way you work by using kanban styled Visual Task Boards to manage team assignments, create task check lists, and dynamically set priorities.

- **Work Faster**
  Provide anywhere, anytime service support with smartphone and tablet access.

- **Share Know-How**
  Empower your users to search for solutions and workarounds in a categorized knowledge base

- **Discover Everything on Your Network**
  Rapidly deploy and scan IP connected device across multiple domains with an agentless architecture.

- **Create Reports with One Click**
  Convert lists to graphs and charts, group by any metric, and save results as a named report with a single click.

- **ITSM Market Leadership**
  ServiceNow has been named Gartner 2016 ITSSM Magic Quadrant leader for the 3rd straight year and IDC 2016 problem management market share leader.

Eliminate Fragmented ITSM Systems

Get users back to business faster by consolidating and modernizing legacy ticketing and service desk products. Identify the root cause of repetitive incidents and keep business operations humming by automating change requests and approval processes.

Help Users Help Themselves

Offer a self service portal that lets users solve many of their own problems, request IT services, log issues, and track progress — all without picking up the phone or sending a single email.

Gain Real-Time Insight

Generate interactive dashboards and distribute reports based on any metric - all at the click of a button. Real-time reporting and dashboards get you to the source of issues quickly.

Enterprise-Grade Cloud

ServiceNow provides the capability and flexibility to expand service offerings organically, when you need it and without the wait. ServiceNow is the only cloud provider to offer an ITSM path for IT departments to grow their services without the burden of system replacement and infrastructure costs.

"Having a cost-effective, all-in-one service management solution that gives us a single system of record was the crucial point for us."

Jarin Dykstra
Senior Manager, Information System Operations and Infrastructure - Seventy Seven Energy
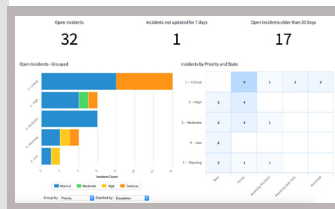
Company Details

SERVICENOW UK LTD.
3rd Floor, 150 Cheapside, London, EC2V 6ET
United Kingdom
http://www.servicenow.com/it
+44 (0) 1784 221 600

Quick Specification

Type of System	**Service Management cloud software**
Company	**Public on NYSE : NOW**
Latest Release	**May 2016**
System Requirements	**Browser with internet connection**

Service Management for your business

Sunrise provides powerful and comprehensive Service Management Solutions designed to manage processes, events and functions that impact on the effective performance of the entire enterprise.

Sunrise ITSM is fully equipped with everything you need to manage your IT service and support functions. With IT departments responsible for more than just the Service Desk, we understand that greater capabilities are required from a modern Service Management platform.

Sunrise's browser-based Service Management platform enables you to take full control of your IT operations and offer exceptional customer service through effective operational performance. From Incident, Problem, Change and Knowledge Management, to tracking Risks, Audits and Supplier activities, Sunrise ITSM goes beyond the traditional Service Desk by providing an integrated suite of processes across all of IT.
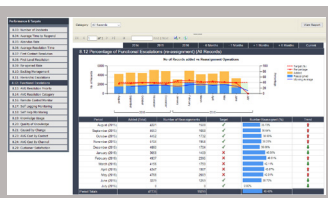
Your Sunrise ITSM solution includes over 30 different services to support the following areas of your IT department:

- • Service Desk
- • IT Operations
- • IT Business Management
- • Reporting and Analytics

For more information on the services that are available in Sunrise ITSM please visit our website.

"From the very beginning, it was clear that Sunrise was streets ahead of the competition, offering simplicity and flexibility all within a cost-effective package – and we haven't looked back since. Working with Sunrise has enabled us to create a dynamic Service Desk environment that delivers faster, more efficient IT services to help staff tackle the challenges of our expanding international business activities head on."

United Biscuits

Key Features

- ⊙ **HTML User Interface:** The easy-to-use and 'nice to look at' user interface is 100% browser-based and supports all modern browsers – with no software to install

- ⊙ **Any Device, Any Time**: Endusers and support agents can access the Service Desk from wherever they are and from any device they choose

- ⊙ **Self-Service & Knowledge Base:** Empower your users to help themselves and reduce calls to your Service Desk

- ⊙ **Dynamic Searching:** Tag records with keywords and use dynamic searching to automatically search across your Service Desk and put the right information in the hands of your agents

- ⊙ **Real-Time Reporting:** Gain real-time visibility over critical Service Desk Key Performance Indicators with Sunrise Wallboard

- ⊙ **ITIL Out-of-the-box:** Our ITIL compatible template ensures faster implementation of the ITIL services you are looking for

- ⊙ **Gamified Processes:** A great way to incentivise, motivate and reward Service Desk staff to achieve improved customer service

- ⊙ **SDI Accredited:** SDI accredited Performance Reporting Results suite available as standard

- ⊙ **No Coding Necessary:** Fully configurable without coding to allow processes to be changed, extended, added to and fully automated

- ⊙ **Application Integration:** Our open API enables you to fully integrate with your existing IT environment and 3rd party applications

Company Details

50 Barwell Business Park , Leatherhead Road, Chessington, Surrey, KT9 2NY
www.sunrisesoftware.com
Email: enquiries@sunrisesoftware.com
Phone: 020 8391 9000
Twitter: @SunriseSoftware
Facebook: SunriseSoftwareUK

Quick Specification

Number of UK customers	**200+**
Type of System	**IT & Customer Service Management**
Operating System required	**Windows Vista, Windows 7, Windows 8, Windows Server 2008/2012**

SysAid

SysAid is an IT service management software that offers all the essentials in a single solution. Available via SaaS or On-Premise.

The best value in the service desk market today with a rich set of features including an intuitive ITIL-aligned service desk, self-service portal, asset management, mobile device management, patch management, password reset, remote control, and easy-to-use capabilities for analyzing and optimizing ITSM performance such as IT benchmarks and a built-in BI analytics tool.

SysAid is offered in cloud and on-premise versions, so you can choose the right delivery model for your needs. As a certified toolset by Pink Elephant, through its PinkVERIFY program, SysAid provides the support you need with 3 ITIL certified main processes.

Try SysAid FREE for 30 days and check for yourself why customers around the world chose SysAid as their service desk solutions!

"We are now able to respond to seven times the volume of monthly incidents compared to what we were able to achieve before SysAid."

Enrique Gatica A., Avionics Group Leader - LAN Airlines

Key Features

- **Help Desk** - Easy and efficient IT support up and running in 15 min, includes powerful ticket management, IT asset management, self-service, mobile device management, chat, mobile apps, industry benchmarking, and more.

- **Real Asset Management** - Integrated with the Help Desk, leverage asset inventory and service history for both hardware and software.

- **Remote Control** - Securely resolve end-user problems from anywhere, no configurations required.

- **Self-Service Portal** - Allow end users to submit tickets, request services, track history, receive announcements, and use the integrated knowledge base.

- **BI Analytics & Reports** - Built-in analytics tool, offering you pre-defined KPIs for immediate use; the only BI for ITSM, powered by Qlik®; nothing short of AMAZING!

- **Codeless Configuration** - Completely codeless, easy to implement, and powerful, but at the same time one of the most cost effective solutions on the ITSM market today.

- **Full Flexibility & Customization** - Easily customizable to meet your exact requirements; integrate with third-party apps, write custom scripts, add form validation rules, and more.

- **Patch Management** - Automatically keep Windows-based servers and workstations up-to-date with the latest security patches; integrated into SysAid Asset Management.

- **Network Discovery** - Automatic network discovery capabilities scan your network and discover your assets (agent-based and agentless)
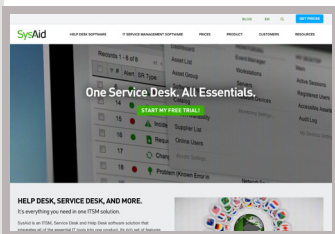
Company Details

SysAid Technologies Ltd.
1 Hayarden St., Airport City, 70100, Israel
www.sysaid.com
Email: sales@sysaid.com
Phone: +972.3.533.3675

Quick Specification

Number of Worldwide customers	**21,600+**
Type of Company	ITSM Solution
Latest Product Version	SysAid Autumn 16 – 16.4.50

SDI
Service
Desk
Institute

www.servicedeskinstitute.com
+44(0) 1689 889 100
hello@sdi-e.com
Twitter: @sdi_institute