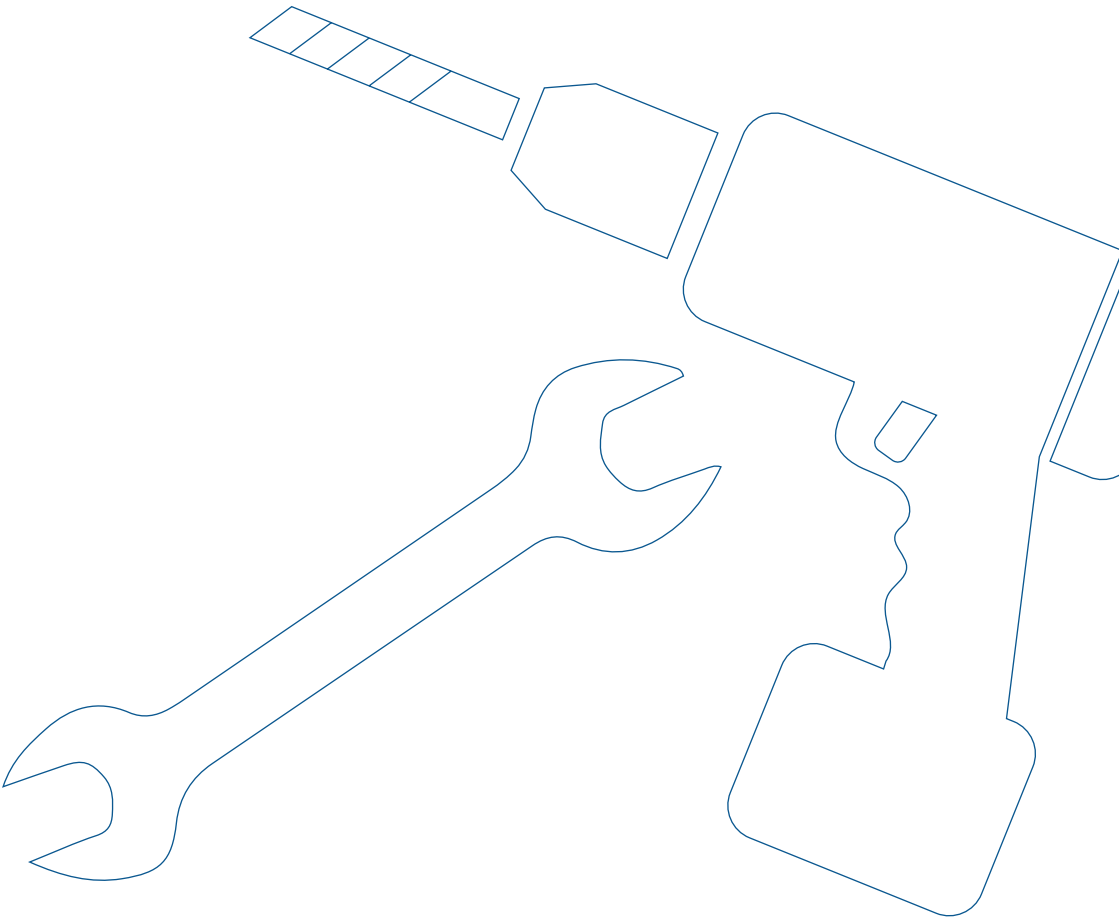
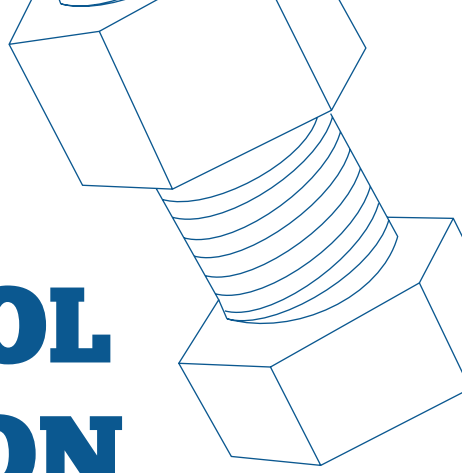




# ITSM TOOL SELECTION

Inspiring service desks to be brilliant



# WHAT IS ITSM TOOL SELECTION?

There are numerous ITSM software products on the market from basic service desk logging and tracking tools to systems which offer full ITIL® based functionality.

Finding a vendor with a good track record who provides excellent products with an on-going commitment to successful implementation can seem a daunting task. The question is how do you know who is who? SDI has over 26 years experience helping organisations select the right software products. As a truly vendor-independent organisation, SDI offers you objective advice on the software procurement process with recommendations based on your unique specifications and requirements.

The SDI tool selection service is specifically designed to support you through this process and offers an extensive set of templates, specifications and analysis tools to help you speed up the decision-making process and ensure a successful implementation.

# TOOL SELECTION SUPPORT

Our standard tool selection workshop provides you with:

- Onsite workshop to identify tool and vendor requirements
- Shortlist of recommended tools/vendors based on your requirements and budget
- Summary presentation of the workshop outcomes

For further support we also offer:

- Onsite visit to interview key staff involved as well as customers
- A set of tool and vendor requirements
- Tools for assessment and selection
- Recommendations and observations relating to your strategy
- Issuing the RFP and selecting a shortlist
- Support with review and presentation process
- Input and recommendations on final, preferred and reserve choice vendors
- The initial liaison (Statement of Work) and project definition with CSS and vendor

**Whatever your needs we'll tailor the tool selection service to you and your service desk . Contact [+44\(0\) 1689 889 100](tel:+4401689889100) or email [consultancy@sdi-e.com](mailto:consultancy@sdi-e.com) to discuss your requirements**

# GETTING STARTED

All of SDI's consultancy starts with a discovery conversation. It is during this 30 minute phone call with a member of the SDI consultancy team that we will look at what you want from your tool, your requirements, why you are changing tool suppliers and how SDI can help you to successfully shortlist, choose and implement your brand new ITSM tool.

# GET IN TOUCH



+44 (0)1689 889 100



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