

WHITEPAPER

THE CIO'S GUIDE TO **SERVICE MANAGEMENT** **IN THE MOBILE ERA**

10 QUESTIONS TO ASK BEFORE BUYING
A NEW SERVICE MANAGEMENT SOLUTION
(OR RE-SIGNING YOUR EXISTING ONE)

For those outside of the IT organization, the role of IT is simple: provide technology and innovation, and help develop new products and services. In other words, provide the technology to make my job easier. Simple, right?

Meanwhile, the IT organization is busy balancing the need to keep the lights on and the email flowing with managing an increasingly mobile workforce. According to CIO Magazine's 2015 "State of the CIO," 74 percent of the CIOs surveyed agreed they are challenged with finding the right balance between business innovation and operational excellence. Going forward, the balancing act between innovation and operations doesn't balance at all, but it's the reality they live within today.

There is another reality, common to both sides of that question; internal users are increasingly mobile, they're more often accessing internal technology through mobile devices and they're dissatisfied. From the CIO to the technician, there is one thing all have come to realize...

USER EXPECTATIONS EXCEED SERVICE REALITY

All IT organizations are dealing with this same gap that doesn't meet expectations. Mobile users today expect the same consumer-like experience at work that they enjoy in their personal lives. If on Saturday, they use their phone to find the nearest Starbucks, get turn-by-turn directions, pre-buy their Mocha Latte, get it, take a picture, tell all their friends "coffee is my life," then proceed to the next item on their personal To Do list – why can't they use that same phone on Monday to find a conference room location, book it, make sure there is a projector in the room, invite attendees, upload the agenda, share pre-meeting materials,

IDC has reported that 61 percent of enterprise technology projects are now funded by the business, and that spend by functional areas will continue to outpace IT investments.

create a quick survey for feedback and then proceed to the next item on their work 'To Do' list?

Can all those things be done at work? Yes. Can they all be done while standing at line in Starbucks on Saturday, using their personal phone? In many cases, no. Your workforce is mobile. They range from extremely tech savvy to not very tech savvy. But a common thread is that they all want to flow in and out of their personal lives and work lives with ease.

Why the disconnect? Why are work "tools,"--the technology we use internally--difficult or unavailable when your users are mobile? Why do we force our users onto a specific device (i.e. desktop or laptop) to accomplish certain tasks?

In many cases, it's your service management solution. It isn't "up to the task" of managing your increasingly mobile workforce. It was built for a stationary workforce – users with a keyboard, big screen (or two) and a direct network connection to the tools and applications needed to get their job done. The traditional workforce was well defined, with profiles detailing what applications were available, what data could be accessed, and what security rules defined them. As we know, we no longer work in traditional times.

SO WHY IS THIS BAD?

As the gap widens between the service experience at work and outside of it, IT organizations struggle to deliver the efficient, comprehensive, and elegant services that end users feel entitled to. They struggle because their transition to a modern service provider can't be built on a rigid, governance-heavy approach to IT. This is evidenced by a move by some organizations to shift technology budgets from IT to the line of business or functional areas. IDC has reported that 61 percent of enterprise technology projects are now funded by the business, and that spend by functional areas will continue to outpace IT investments.

When IT falls short of user expectations, it leads directly to a proliferation of shadow IT projects—teams and business units helping themselves to the services of their choosing. And the problem is escalating. According to a recent Cisco survey, shadow IT is rampant with companies using up to 15 times more cloud services than CIOs ever imagined. Shadow IT is fraught with risk—data security, compliance, and massive hidden costs—including a significant rise in support from IT.

THE PRESSURE IS ON IT

CIOs feel the pressure and it cascades throughout the IT organization. They can't compromise operations and service delivery with innovation and speed. Your IT organization is striving to deliver the comprehensive, integrated and mobile services your end users expect, but IT often fails because the status quo is still in place. The traditional, rigid approaches, supported by an equally rigid service management platform that are cannot step up to requirements and expectations of today's workforce. It's not a lack of desire to radically change, it's the reality of the nature of technology – it breaks, it stops, it fails – and there is more fear of having a RED LIGHT blaring on a highly innovative (mobile) service, than keeping a GREEN LIGHT glowing on a traditional (old) one.

Are you out of touch? Are IT organizations slowing down the company? Are they keeping innovation at bay, just to make their work lives easier on a daily basis?

The answer is a simple NO.

We, as technology professionals, live in a technology driven world. Our lives are dominated by technology – and most of it lives in the palm of our hands. Technology today is mobile, social, cloud-enabled, and driven by analytics. It has created a world of frictionless, highly personalized services.

If your service management solution is not aligned to support today's reality, your IT organization will continue to lag behind, further and further. Playing catchup gets more difficult as the gap widens. Simply put, if the primary tool you use today to manage your users, your services and your technology does not naturally support a social, mobile, analytics-driven, and cloud-enabled workplace, your IT operations and your 'customers', the business users, will suffer.

If your service management solution is not aligned to support today's reality, your IT organization will continue to lag behind, further and further.

SERVICE IS A CHALLENGE BUT THE DECISION IS EASY

Even with the best service management solution in place, delivering quality services will remain the primary challenge, for your IT organization and the company as a whole. Simply put, serving people will always be challenging.

Service management solutions can either address this challenge, or add to the burden. If the solution doesn't fully recognize how technology use has changed over the past decade and take steps to fill this critical gap, your users will inevitably fill it for themselves. They are not waiting on you to make the best decision; they are purchasing applications directly, installing them on their phones, and creating more support (not less) for IT organizations. In short, they need to be as productive as they can be. Their management is demanding it. And if they can be more productive by getting what they need with an internet connection and a credit card, they will do it and 'beg for forgiveness' later. They are already doing it at epidemic levels – as any industry analyst. This "shadow IT" practice is increasing costs, creating more risk and hurting innovation. Service management, specifically built to serve the mobile user, help shed light on the overall technology landscape and eliminate shadow IT while providing a better overall experience to users.

With a modern service management solution, services can be integrated, created and delivered for today's demanding users. As appealing as these solutions are, there are a few "gotchas" waiting in the wings:

- they can be expensive - in terms of initial cost and resource requirements AND due to incremental costs over time
- many service management solutions are also IT-centric, designed specifically for a sophisticated or highly trained administrator
- many service management solutions are the culmination of acquisitions and mergers, leading to a patchwork of "mini" solutions, knitted together to create the overall solution
- other service management solutions have a long history, which can also mean they have evolved over time (layer of development over layer of development) – showing their age in many areas key to successful service creation and delivery

You have one of the toughest jobs within the company – managing technology that enables an entire organization. We have moved beyond pure infrastructure, to a world of managing and integrating services. Those services are increasingly mobile, with savvy technical users who are more than willing to create their own solutions. The path to success for IT is through an organically-developed service management solution that supports the delivery of quality, integrated, cross-platform

services – for each user, when and where needed, on any device being using.

By answering these 10 questions, you will be able to identify which service management provider is built to help you now and in the future to manage an increasingly mobile, social, cloud-enabled, and analytics-driven workforce and which solutions will fall short of that capability.

01: How will it enable my end users, and will they use it?

The end user-centric experience

There is a disconnect between the technology we use in our daily lives and our work lives. In recent 451 Research report “2016 Trends in Enterprise Mobility, they state:

“A key indicator of the future of enterprise mobility is the use of this technology by consumers. More and more consumers are dependent on mobile for commerce. A strong user experience is a key driver for adoption here. A strong experience for enterprise mobility technologies and services will drive future success for IT. Unlike any other enterprise technology, mobility is in the hands of users. Because of this, employees get to decide what they will use, adopt and shelve.”

Your users will utilize tools and applications which enrich their work lives. They are starving for technology that looks, feels and “acts” similarly to technology in their personal lives. As mentioned in the introduction, once an employee enters the office, they are “forced” into a one-size-fits-all technology world where they experience service offerings that are arduous, fragmented, and clunky in relation to technology in their personal world. 451 Research has reported that your smart employees will find their own solutions rather than live a frustrated work-life. Service management has to support the transition within the workplace, rather than be a barrier to it. If your service management

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platform doesn't support a mobile-enabled workforce and make it effortless to interact with the IT organization, then your organization is not realizing the full potential of it's workforce.

Your users expect their devices to support their lives – both work and personal. With a user experience that works either on the desktop and in the palm of their hands, they will. Rather than designing service management specifically for the IT professional, ensure your service management solution is designed with the end user in mind.

02: Can service be accessed from different types of devices?

Mobile-first design

Limiting your thinking of “mobile first” to the device will only limit your thinking concerning how to support your organization today and into the future.

It is a reality. The device is important and is a key consideration. According to comScore, 2015 marked the first time “mobile only” internet use surpassed “desktop only” internet use. In our personal lives, we are in constant movement, going from one place to the next. How different is our work lives?

Many or most employees with a desktop computer will also access some aspect of their work lives at home, or while traveling. At the point when we stop focusing on the end device – desktop, laptop, tablet, phone – and start focusing on what users need to be optimally productive, we can begin to appreciate the need for a different way to provide both IT services and support tools.

From a traditional IT perspective, it made sense to look at all the end devices, take into consideration the creation of a consistent user experience, and limit or control the ways a user can access them – in many cases, limit the “device” used for work related activities. This approach created less variety in choice, but allowed more control and kept support requirements in check. That's not necessary with today's users. They are familiar with different interfaces on different devices. The interface needs to be consistent, across all IT services, devices and the work needing to get accomplished.

And with any discussion of devices, there is also a discussion of creating “clients” for each device. If there are multiple end-user clients that increase the number of configurations, which in turn increases the number of potential support calls (and what

IT organization is looking to increase those?), the simple answer to that complex question is this – when a mobile-first design philosophy is implemented, the key is looking at commonalities across the devices first, attempting to simplify, not complicate, access for the user. So when you shop for applications that will support the mobile enterprise, like service management solutions, choosing solutions built ground-up, mobile-first, is the key to success.

03:

What resources are required to implement and manage it?

Easy to deliver

Service management is the primary tool used by your IT organization to create, manage and deliver quality IT services. Your service management platform shouldn't be cumbersome and complex, requiring a team of administrators or large project teams for configuration, deployment and on-going management. Codeless is the order of the day; delivering value to the organization easily and rapidly, while being agile as the business expands and changes – all without paying sky high service costs.

Many companies in recent years have tried to 'upgrade' their service management solutions, to a SaaS-based version, only to find that they can require more resources (people, budget, time and technology) than originally expected. Cost over-runs, limited feature sets and slow deployments are just some of the problems many customers of these solutions have encountered.

To ensure your service management solution can deliver on the promise to ease workloads for your IT organization, it is key to understand how it can be deployed (on-premise or SaaS), the critical path for implementation success, predefined or preconfigured processes, ease of creating customized services, skill level of people required, etc. In general, to start delivering value to the organization it's important to have a full

understanding of how long it will take, and how many people need to be dedicated, is a vital question.

04:

What does it take to design a new service?

Comprehensive, flexible workflow design

IT has changed from installing and managing technology to creating and managing services. You're still required to manage the technology infrastructure, such as network connections, security, applications, storage and services, but to move the company forward, IT is constantly asked to create new technology services or enhance existing ones.

Traditional service management platforms have done an excellent job of managing the most complex infrastructures. But they are not natively built to deliver services from the cloud, especially to the enterprise mobile users. They lack in their ability to design, manage and enhance integrated services. Most CIOs today are finding that they've come to an inflection point where they must take a different path. They search for more modern solutions, built purposefully for this new era, simplifying services that are more easy to deliver and easy to use.

Buyers should make sure service management solution provides extensibility to non-IT organizations within your company.

Why should Marketing or HR have the ability to create, edit or enhance an existing service, without requiring IT intervention or assistance? Modern service management can easily allow multiple organizations the flexibility to create services, governed by IT. This includes ready to use Service Templates, an intuitive Service Workflow tool, and an accessible Service Catalog. And the service created must be device-agnostic and share a common "experience" as other services within the company. Your service management solution should ease the service integration complexity, not add to it.

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05:

Besides IT, what other services can it manage?

Broad service management capabilities

Service management solutions help your IT organization in meeting challenges, creating and integrating services, while effortlessly moving information across multiple organizations.

Underlying business processes, from purchase orders to employee onboarding and even travel are critical to business success. These processes are increasingly being managed by disparate tools in different departments, creating--not eliminating--technology silos and islands of data. Even more challenging is the Internet of Things (IoT), allowing smart devices and non-IT assets to connect to the Internet, creating an explosion in the number of company owned or controlled assets needing to be tracked, inventoried and managed. As smart devices come online, they become available to be integrated within new IT services, increasing the amount of data collected, managed and analyzed.

06:

How well can it meet the needs of my globally dispersed organization?

Support for a global, multi-cultural and diverse workforce

Just as our workforce is more mobile, our companies have become more mobile. As they grow and expand, whether entering new markets, expanding into new geographies, or growing through mergers and acquisitions, IT faces a significant challenge. They must work to unify operations, support and service management across a diverse and mobile environment. In addition to supporting different languages and time zones, a service management solution needs to scale with a company. It must be able to easily integrate newly acquired organizations, and specifically, the ability to support employees anywhere, anytime.

Your IT organization requires tools to manage technology, service providers and a workforce – anywhere in the world. Support must align to your users, both from a “work hours” and native language perspective, and if a system management platform can’t support your IT organization, then it can’t support the users in your mobile-enabled enterprise.

A service management tool that was never built to do this will take significant time, work, resources to get it there. Find the solution that is natively built, mobile-first, to support your mobile workforce. It should take weeks, not months to deliver a solution. Ensure service requests can be initiated regardless of devices, in languages, and no limit your users based upon the time of day within a specific set of time zones. Your service management solution can’t be the limiting factor in user productivity, or you will be back to square one.

07:

Can it integrate with my other software and cloud solutions?

Seamless integration

No company today stands alone. We operate within a connected world. Our technology doesn’t stand alone either, and today’s enterprises rely on multiple solutions, services and service providers – both internal and increasingly, external.

Integration is no longer an afterthought with our technical solutions today. It is an imperative. As your IT organization is tasked with managing more services – and less technology infrastructure – service integration is mandatory to your business running smoothly, your systems humming and, your workforce satisfied and productive.

To create an integrated IT service which connects user interface, application and data, together in a seamless manner, requires a service management solution built from the ground up to do this.

Service management solutions help your IT organization in meeting challenges, creating and integrating services, while effortlessly moving information across multiple organizations.

It must go beyond the ability to create the service in an intuitive manner - there must be industry APIs integrated into the solution. Also necessary is the availability of workflow guides and service templates to assist in developing and testing new services prior to deployment.

The majority of service management providers today focus a great deal of product development resources on automation among software and systems, ultimately driving up the cost of the solution. Find out how those solutions will integrate now and in the future. Ask which APIs they support. How data and functions can be leveraged outside the platform. And if there are any functions which have already been "dead ended" by the vendor.

08:

Can it help control and reduce service delivery costs?

Total cost of service delivery

Your IT organization is the central point in creating, developing, maintaining and delivering technology enabled services – not only to your workforce, but also to your customers. As such, you need to move beyond thinking "total cost of ownership" and move towards "total cost of service delivery".

To complicate calculating the total cost of service delivery, many service management vendors offer their solution at an appealing initial price, only to tack on additional fees over time or when the initial contract ends. Service management and integration is a key component in the development of services and tracking overall delivery costs. If the cost associated with this tool fluctuates over time, it creates less predictability and limits your ability to understand and, more importantly manage, the total cost of service delivery.

Once we consider the cost to deliver a service, we begin working through more than just the cost to acquire, integrate and support services – we begin to look at service volume, vendor management, ease of function and data integration. Your IT organization needs to understand and predict technology costs. This moves from budget analysis and budget line items to managing the full lifecycle services, including integration costs between services.

Your service management solution should help control and reduce the overall cost of service delivery. Important areas to consider include: resources required, including time, to deploy

the service management solution itself; ease of use to create new services or service based applications; self service capabilities for your users, regardless of the device used; ability to uncover rogue or shadow applications within your environment; along with many others.

The Total Cost of Service Delivery is an important metric as you move from managing technology, to managing services. It becomes imperative to understand which services are being maximized and which are not. And the cost of shadow IT is increasing every day, with hundreds of unauthorized applications being used to conduct business, without support or adhering to corporate security guidelines.

09:

How do you ensure my success?

Complete service management service and support

It's no surprise to anyone within IT, from the CIO to the technician; service and support are critical to any successful project. The sad fact is, IT is often caught by surprise after making a major software purchase at the lack of service and support from the selected vendor, or the additional costs that soar unexpectedly.

Before your final selection, talk to current customers. If possible, talk to those customers who have signed on for a second or third contract with the vendor. You will quickly find out which companies are true partners in their customer's success. Find out what "Trust" features they offer to ensure an ongoing positive experience. Advanced service and support, ease of engagement, plain language contracts, accessibility of leadership, and transparent monitoring of the cloud center where your SaaS application runs – are all hallmarks of a vendor that believes in creating long-term partnerships, not a quick sale.

Success in the modern era goes well beyond a traditional ITSM vendor committed to your success; it's dependent on a firm with a vision, and conviction, a product built to enable the enterprise mobile imperative, and a Trust program to ensure a thriving partnership at every level.

10:

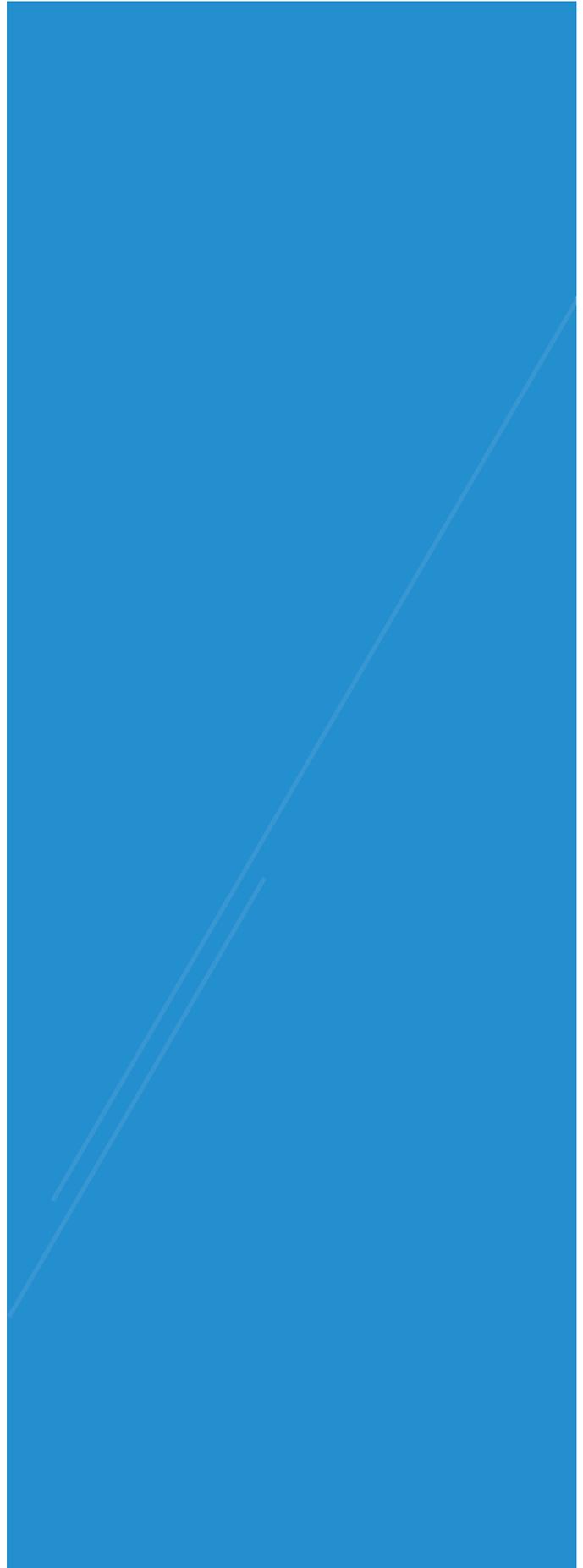
Are you focused on service management and partnering for success?

Proven service management track record

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Another aspect to be aware of are service management products that have been cobbled together over time, through mergers or acquisitions of various tools. While this can be a good strategy for the vendor's bottom line these platforms can be tricky. That may be a need to add increased functionality with a key function such as Configuration Management or Service Catalog; in other cases, it may be the ability to deploy their solution "from the cloud". With these additions, they can boast extended functionality by buying a piece of technology and there may be nothing wrong with increased functionality through acquisitions. But too often customers are left stranded or isolated when the previous core functionality is not kept up to date or revised.

In either situation, service management is not a primary focus for the company, leaving the vendor's level of commitment in question and the customer at risk.



EASYVISTA

A Proven Leader In Service Management

EasyVista is reinventing service management for the mobile user, making it easy to deliver and easy to use. EasyVista is a service management platform that automates and personalizes service delivery for employees and other end users—without a line of code. More than 1,000 companies worldwide radically improve the service experience with EasyVista. We also help them dramatically simplify and accelerate service creation and management. And we enable them to reduce and control the total cost of service delivery.

EasyVista is the only service management solution purpose-built as a mobile-first experience. This doesn't just mean our solution works on any device. It means the experience is purposeful, modern, and enabling of self-service wherever possible. No other company can credibly make this claim.

For IT organizations that struggle to deliver the efficient, comprehensive, and elegant end user services that today's enterprises require, EasyVista is a service management platform that automates and personalizes service delivery for employees and other end users—without a line of code. With EasyVista, companies:

- Radically improve the service experience
- Dramatically simplify and accelerate service creation and management
- Reduce and control the total cost of service delivery
- Unlike other solutions, Only EasyVista is purpose-built as a mobile-first experience

IN FACT, EASYVISTA ADDRESSES THE TOP 10 CONCERNS IN SERVICE MANAGEMENT IN THE MODERN ERA.

#1: The end user- centric experience

Rather than designing for the IT professional, EasyVista designs first with the end user in mind. The result is one familiar, intuitive interface from which to easily access all kinds of services. In fact, according to Gartner's ITSSM Critical Capabilities report, EasyVista ranks among the top three providers in the world in terms of digital workplace solutions, giving business users a consumer-like experience.

Ease of use, across the entire workforce, is the primary goal. EasyVista has spent decades perfecting workflows and user interfaces to abstract out as much complexity as possible. By doing this hard work up front—and improving and refining

EasyVista is the only service management solution purpose-built as a mobile-first experience.

over many years—we are able to deliver complicated processes that can be completed in just a few clicks.

#2: Mobile-first design

EasyVista is the only service management solution purpose-built as a mobile-first experience. This means it's not just device agnostic, it leverages responsive design based on HTML5 so the experience is seamless across devices and operating systems. Without device constraints, users can begin a service request on one device, continue it on another, and check its status from yet another device.

Years ago, EasyVista made a decision to purposefully develop every piece of software with a mobile-first approach. This doesn't just mean our solution works on any device. It means the experience is purposeful, modern, and enabling of self-service wherever possible.

No other company can credibly make this mobile-first claim.

#3: Easy to deliver

EasyVista dramatically simplifies and accelerates service creation and management with codeless configuration. The guiding principle behind the product is ease-of-use—for end users, for IT professionals and for line of business leaders, with a role-based approach that makes the product easily customizable.

With EasyVista, IT can quickly create new services and add new users, making unique profiles using just the fields they need. Business leaders can make changes to the system without the help of technical staff. Managed service providers and resellers can completely segregate data, forms, workflows and portals for



"It is the Uberification of IT when employees can get whatever they want from any mobile app, instantly. They don't want to deal with company rules or policies or infrastructure, but when they do need something they expect it immediately, in the speed that they get things in their personal life and they do not want to lose a moment of productivity."

-Jonathan Steele, Senior Manager of Technology, Wireless Analytics

different customers, and provide separate reports for each. As a result, users access personalized profiles, ensuring a custom, consumer-like experience designed just for them.

#4: Comprehensive, flexible workflow design

EasyVista makes configuration and workflow modeling fast and easy. While most service management solutions allow administrators to drag and drop boxes in the workflow engine to create new services, only EasyVista makes this possible without a line of code. The product includes more than 400 pre-configured wizards, representing all kinds of process building blocks without any programming required—so services are created in weeks, not months.

Not only does this make service creation faster and less expensive, it empowers line of business owners to build their own services where it makes sense. Workflow detail can be created and edited with just a mouse and keyboard.

EasyVista has spent decades perfecting workflows and user interfaces to reduce as much complexity as possible. By doing this hard work up front—and improving and refining over many years—EasyVista is able to deliver complicated processes, completed in just a few clicks.

#5: Broad service management capabilities

EasyVista allows an enterprise to strategically align service creation and management using a single solution, serving every department. Service Creators and Administrators in departments outside the IT organization have access and views unique to their needs, yet shared with others. Perhaps most importantly, from their first day at work throughout their time at the company, these employees have a single tool and one unified view into service requirements.

To ease the creating of new services or to improve existing services, EasyVista leverages the ITIL best practice framework. Since 2000, we have been PinkVerified™ across 11 different ITIL processes, proving our commitment to industry best practice standards. With this expertise, EasyVista extends across a broader spectrum of functional business areas, including Human Resources, Facilities/Operations, Finance, Sales/Marketing and more.

Your IT organization, through their years of leveraging best practices such as ITIL, is in a better position to help business functions implement new technology, applications and services. EasyVista, through our support of ITIL, codeless programming and management of the underlying technology, takes the burden off IT to be the "creators" of all services, and places your organization in an advisor role – helping coach these organizations in creating easier to use technology based services.

#6: Support for a global, multi-cultural and diverse workforce

More than 1,000 companies worldwide radically improve service experience for their global employee base with EasyVista. The platform covers a range of languages while flexible licensing enables users across multiple time zones to share licenses concurrently. When languages, time zones, and functions are already identified in the workflow, new groups and users are easily added by duplicating pre-established workflows assigned by role. Administrators can manage incidents worldwide through a single view, even if a request comes from one country and is supported from another.

With EasyVista, administrators gain global visibility of the entire process, along with an easy way to measure it.

#7: Seamless integration

EasyVista has taken a slightly different path, developing a purpose-built platform, designed to be mobile, with the capability to integrate with any application using industry standard APIs to integrate functionality, including:

- Web services (SOAP and REST)
- E-mail exchanges (IMAP4/POP3/SMTP)
- File exchanges
- Data sources (ODBC)
- Scripts (API)
- XML

This flexibility allows each integration to be unique to a given enterprise, while providing flexibility with regard to new functionality, new integration methods, and data sharing, without creating unnecessary re-work when applications are upgraded – either the underlying services management platform or the functional application.

#8: Total cost of service delivery

With EasyVista, companies can drive down the cost of service delivery while tightening controls to prevent costly service surprises. EasyVista helps reduce costs by accelerating deployment from months to weeks through codeless application development, requiring less IT resources and outside professional services. EasyVista also helps reduce the cost of shadow IT, including unauthorized or rogue subscriptions to cloud-based apps.

We also provide straightforward, no-surprise pricing which doesn't penalize customers as they scale and expand their service offering.

Over time, EasyVista delivers efficiency and visibility for additional value to the enterprise by increasing end user productivity through faster service resolutions, less time developing/deploying services, and by exposing opportunities for organizational improvements.

#9: Complete service and support

The success of your service management solution is paramount to the overall success of your IT organization. With the EasyVista solution, service and support are critical, offering flexibility and choice from onboarding to education to 24/7 web, phone and email support. We also believe success and trust go hand-in-hand, EasyVista provides complete transparency into the day-to-day operations of your services, along with our platform.

Starting with plain language contracts, through a structured onboarding process with a dedicated manager and work plan, EasyVista is there for our customers. And we stay at your side all the way through delivery, education, and throughout the life of the solution.

#10: Proven service management track record

EasyVista has more than 20 years of experience in service management, with its early roots in asset management. The result is a strong, highly integrated product built from the ground up in best practices and mobile-first enablement. With more than 1,000 customers spanning the globe, more than 6 million users and a 98% retention rate, EasyVista is a partner to be trusted.



"Mobile-first has become a key buying criteria for companies in every industry. It's played a key role in nearly every organization we've worked with over the last year. Never before has IT been more affected by end users' service expectations. The X-factor in service management today is how companies deliver elegant services to the array of mobile devices their users rely on every day."

*-Kevin Coppins EasyVista General Manager,
North America*

About EasyVista

EasyVista is reinventing service management for the mobile user — making it easy to deliver and easy to use. EasyVista is a service management platform that automates and personalizes service delivery for employees and other end users — without a single line of code.

The only solution on the market that is purpose-built as a mobile-first experience, EasyVista helps 1,000+ enterprises around the world radically improve the service experience, dramatically simplify and accelerate service creation and management and reduce and control the total cost of service delivery. With more than 20 years in service management, EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education, technology, public sector, retail, manufacturing and more. Headquartered in Paris and New York, EasyVista is traded on the French stock exchange as ALEZV:EN. For more information, visit www.easyvista.com, and follow us at @EasyVista.

easyVISTA™
MOBILE-FIRST SERVICE MANAGEMENT

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