Control IT - Empower the end-user

EasyVista Service Manager, ServiceApps & Click2Get
Service Management by design

Employees
- 3392
- 42%

Equipment
- 7549
- 55%

Assets

First Call Resolutions

Benchmark

2.1 Assets Per Employee

4.3 Incidents Per Employee

1.5 Requests Per Employee

What Are You Working On?

Service Desk Manager

Reply

IT Technician

Reply

IT Technician

Reply

Service Desk Manager

Reply

4571

53.9%
New IT  Service Transformation  Consumerization of IT
Consolidated Service Management  Organizational & Customer Services
End-User Experience  New Service Interfaces

eV  Service Manager  eV  Service Apps  eV  Click2Get

Neo Design  Neo Connect  Neo Deliver
EasyVista – Designed for Service

IT is changing, businesses are transforming and a new service experience is being demanded by employees, partners and customers.

These services include new collaboration and communication channels as well as web components providing everything from survey apps through to full CRM, all of which should be integrated into the entire ‘service’ process.

IT has to be capable of controlling this shift and adding the value of business and user-defined services, which go way beyond traditional IT to deliver a consolidated and universal platform of IT and Organizational & Customer Service Management (OCSM).

Or are you tied to traditional IT practices, constrained by legacy code and unable to abstract and present a meaningful and familiar user interface to your users?

Perhaps, and many of these organizations only just achieve this goal through very complex and expensive integration and configuration of each component providing the ultimate service and this can be more than 20 systems.

In short IT needs to

1. Include many more sources of data and/or application involvement
2. Utilize more communication and collaboration channels
3. Deliver the service anywhere / on any device
4. Design, build, manage, change and secure all of the above, easily and dynamically

Service Management by design

Our success comes from providing an easy-to-use design environment through which even the most complex service management process can be realized. Through our codeless platform NEW IT services like Twitter, Survey Monkey, SalesForce.com and a thousand other apps can be harnessed. EasyVista Neo takes away the administration burden our customers had with their legacy vendors allowing them to push their service strategies further and quicker than ever before.

EasyVista Neo – Design, Connect, Deliver – we call it Dynamic Service Orchestration.

- Design amazing UI’s, workflow and forms
- Connect to data, business applications and NEW web applications
- Deliver service and software on demand to your customer

EasyVista Neo is codeless and the only skill needed to design the services your organization needs is knowledge of process best practice, not programming or JavaScript skills. EasyVista gives its customers freedom - our competitors give you a professional services headache.
EasyVista Neo provides a pre-configured design palette of 100s of wizards and widgets that can be pulled into a process ‘sandbox’. In designing any service, whether a process for BYOD registration so the IT Service Desk can support all user devices or an HR request portal for employee payroll inquiries, EasyVista Neo allows you to connect to the processes, enterprise solutions and datasources you need. Forms optimized for ITIL or integration with SAP or Oracle, whatever you need, EasyVista Neo has it and you just drag and drop it.

Processes, services and integrations are designed, connected and delivered in hours, not days.

EasyVista Neo Deliver – rolls up all of these processes and integrations to provide one-to-many service management solutions through ServiceManager. EasyVista ServiceApps – provides the presentation layer through which you can design your own familiar ‘consumerized’ service interfaces. We also provide pre-built Service Catalogs, online stores and business value dashboards out of the box.
Service and Support is an increasingly critical role in any organization and needs to rapidly transform in order to provide real business value and impact. Service and Support platforms should no longer just support internal IT needs but deliver the services needed to make every part of an organization effective, more efficient and able to deliver exceptional service to the end customer.

With EasyVista ServiceManager you too can easily manage advanced services and workflows for IT or non IT customers. Forget IT maturity, let's deliver service maturity.

**IT Service Management**
Compliant to ITIL, COBIT, DevOPS or Agile, EasyVista ServiceManager provides Enterprise grade ITSM Incident Management through to advanced CMDB.

**IT Asset Lifecycle Management**
Complete control of hardware and software assets, from request or purchase, through to provisioning, management and disposal.

**IT Financial Management**
Manage IT cost's and budgets to even show charge back allocations.

**Organizational & Customer Service Management**
Advanced internal and external service applications will transform organizational business unit efficiency, employee productivity and the customer service experience.

**Project Management**
To plan, design, implement and manage a service it is critical you track your resources, time allocation, skills and execution. EasyVista Project Manager is a core component within ServiceManager.

EasyVista connects the processes, workflows, data and integration-points to deliver a new enterprise service culture.

*Gartner predicts that by 2015 over 50% of enterprise email users will rely solely on browser, tablet or mobile clients*
IT Service and Asset Lifecycle Management is EasyVista’s heritage, although today the encapsulation of best practice within the solution has now transcended IT to allow a consistent approach to all enterprise services.

By harnessing our three engines, ServiceManager, ServiceApps and Click2get, as well as leveraging 1000’s of web apps, EasyVista is able to deliver highly tuned and intuitive solutions for:

**IT Service Management**
**IT Asset Lifecycle Management**
**IT Project Management**
**IT Financial Management**
**Organizational & Customer Service Management**

EasyVista can extend from a standard ITIL configuration to managing full back-to-back service level management. The complexity of infrastructure, users (and their changing working methods), web services and 3rd party providers generates many different data-points for integration and process conditions yet EasyVista Neo allows IT Managers to gain control. By realizing integrated processes all elements are brought into order and control and the value of IT is measured by the performance of all support groups against the availability of infrastructure.

At a time when enterprise infrastructure is dictated by social channels, increased mobile applications and web services as well as legacy systems and solutions, IT needs EasyVista so it can modernize and transform its services without the constraint of high administration costs. With a far greater portfolio of services being demanded, familiar user interfaces, through Amazon or Apple-style Self-Service Catalogs or IT Stores becomes the means to ensuring a great user experience of IT. EasyVista ITSM delivers pre-configured ITIL processes and provides the codeless capability to transform IT and its value to the business.

**EasyVista ITSM delivers in three key areas:**
- Provides an easy method for IT to design, build and transform the services being delivered
- Reduces the costs associated with integration, administration and process engineering
- Transforms the IT experience for end-users and employees

IT costs are best optimized when IT Asset Lifecycle Management becomes an integrated part of an organization’s Service and Support strategy.

IT may be changing but the need to understand the Who, What and Where within ITSM processes, particularly, Incident, Problem and Change is where EasyVista’s Configuration Management System (CMS) maps ‘discovered’ users, locations, devices and interdependencies into a logical sequence of information. Never has this been more critical as end-users and business increasingly make their own decisions about the technologies they use.

EasyVista ITALM facilitates discovery and connects to processes and services for effective IT Management. The CMS can then be utilized for full decision support to manage the lifecycle of every asset.

- **Utilization** – understand where software is used, metering licenses by workstation and hardware usage levels
- **Cost Optimization** – ensure your organization has the right number of licenses and is not incurring unnecessary costs through upgrades and enterprise license agreements
- **Compliance** – have the visibility to ensure that legally your organization is not running the risk of using pirated or ‘stolen’ software

**EasyVista – Optimized for IT Service and Support**

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**PINK**

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**EasyVista – Optimized for IT Service and Support**
EasyVista ServiceManager allows you to design your OCSM solutions and ServiceApps delivers a world class end-user experience to present all your services in familiar interfaces.

Technology in business is more important than ever before. User and business expectations have put new pressure on IT and financial resources to help all departments, including Human Resources and Customer Service, to automate their business processes. These business units expect IT to deliver and manage these processes and generate NEW levels of business information, that exceed the traditional IT services they are used to supporting. With EasyVista ServiceManager IT has the ability to manage both their responsibilities and support the delivery of non-IT business services.

To manage parallel activities makes EasyVista the ideal solution for all business process areas - IT, HR, Customer Service, Facilities and more. The codeless configuration makes it easy to realize the unique needs of multiple business units, its processes and users. EasyVista enables departments to control their own service configurations and reduce the demands on your IT department. Multiple service management solutions from one single instance of EasyVista ServiceManager.

Consolidated Service Management has a much lower total cost of ownership compared to individual point solutions across an organization. A consolidated service management solution delivers consistent process automation where it did not previously exist to engender a new enterprise culture.

Gartner predicts that by 2015 35% of enterprise IT expenditure will be managed outside the IT department’s budget

Better processes, fewer manual errors and automation will lead to lower costs, employee satisfaction and happy customers.

Imagine giving your CEO a Business Value Dashboard showing the total number of service requests from employees, across your entire organization, that have been successfully resolved.

An organization that supports its employees, at every level, is invariably a successful one.
IT needs to extend service and support. Customers, whether internal or external, whether IT or business centric all want services ‘designed’ as apps. On any device and on a familiar interface. It’s how they work now. And IT needs a platform that easily facilitates this. Many of today’s Service Management platforms (cloud-based or on-premise) are legacy-coded and ‘hard wired’ – they may eventually deliver the IT service or customer service App required, but only after considerable complex configuration, customization and integration.

Many IT solutions were not designed for customers but for the IT back office and a specific function. They are not agile and you only need look at the services revenue of the legacy players to see this is the case. But the business driver is the sheer number of systems needed in a modern service - Business now runs on many more applications and data sources and customers now communicate and collaborate using many new channels, so IT has more to orchestrate. EasyVista ServiceApps delivers a revolutionary platform approach to solve the problem of building engaging customer ‘presentation layers’ or Service Apps into your service management processes through a range of pre-built integrations. There are three needs EasyVista ServiceApps solves:

**IT User:** IT end-users want an intuitive interface to a service or application. They want it on any device and they want service to be in one place, rather than having to log into several systems and portals to achieve their goal. They need regular updates on status, information on service and access to help – on their terms. Examples may include advanced service catalogs, service status apps, service request apps such as a ‘genius bar’ or video chat apps. They also want BYOD support… and they want it all in a single, logical, intuitive service app.

**Business / department needs:** These customers want services that help them do their job better, faster and more efficiently. IT can now leverage workflow and incorporate commercial applications or data to improve their efficiency and show their business value. IT can build ‘advanced dashboards,’ that bring in data from many sources: ERP, SFA, Raw DB, web services and apps. Integration with social network channels and geo mapping intelligence will deliver new levels of service.

**IT Team needs:** With customers using many more communication channels, internally and externally and expecting ‘Real-Time’ responses to new service requirements EasyVista builds business-centric IT in an ‘App’ centric delivery format.

EasyVista ServiceApps is the platform that can ‘Dynamically Build and Orchestrate’ this new world. IT is no longer dealing with 1 device x 2 Communication Channels x 5 Data/App Sources, its dealing with 3 x 5 x 50. IT has gone from 10 MPH, to 750MPH over night. EasyVista puts IT in control and delivers to the user.

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**Benefits**

- Build end user Service Apps in hours not weeks. Drag and drop design.
- Manage and change Service Apps to the needs of the business ‘Dynamic Orchestration’ – no hard wired integrations.
- Design graphical and intuitive UI interfaces in any environment. The customer interface is abstracted from the back office, so place your service App in Sharepoint, the web, intranet or any HTML 5 compatible device.
- Decrease costs associated with professional services or developers traditionally required to integrate multiple solutions. Design services in a single, drag and drop environment.
- Transform customer satisfaction with sustainable, personalized and responsive custom designed interfaces that enable engagement with the people and information they need.
- Increase customer satisfaction by ensuring all IT dependent departments are getting what they need, when they need it.

**easyvista.com**
EasyVista Click2Get – From Service Catalog to IT Store

IT needs to fully empower its customer and deliver service catalogs that enable them to ‘Get’ the things they want, when they want them. Many service catalogs or request technologies merely set off a chain of events, processes and approvals that take days to fulfil their promise. Customers want a ‘Netflix’, iTunes or Amazon experience; they want something and they want it now.

There are applications that deal with software distribution, but these are all designed for ‘broadcast’ distribution for patching or OS deployment. In nearly every case we see, these large applications are not used for the task of ‘easing’ the customer experience for new software requests as they are too complex and onerous to implement and manage.

EasyVista Click2Get transforms the customer experience by allowing them to see what software is available to them in the IT store - Click and Get. Simple.

Compliance and control
In conjunction with our ServiceManager application, you can govern who has access to what, when, and control the entire lifecycle and financial management of software ownership and license control, but the decision to access or ‘Get’ is entirely at the prerogative of the end user.

This is not just Service Management by Design, its also Service Management by Demand.
EasyVista – It’s Not What We Do, It’s the Way We Do It!

We give you a codeless design environment so you can realise the services your organization needs.

We give you rapid process realisation to move beyond ITIL and address the needs of a workforce which is remote and mobile. Re-engineer best practice, your best practice, and deliver more services, everywhere.

We give you positive complexity. We give you the choice to extend services from IT through your entire organisation. Your enterprise service culture can be complete without the complexity of legacy code, difficult integrations and masses of administration.

We give you the Service User Interface. A familiar User Experience. Your IT Store, Your Self-Service Catalog.

We give you Cloud or On-Premise. We give you mobile, virtual or PC.

We give you True Cloud, built on an industry resilient infrastructure, secure and monitored globally through our Cloud Management Centres and myEasyVista is your control console into this service world.

We give you a truly integrated service management solution designed to support global, multi-time-zone and multi-lingual enterprises.

We give you...

Service Management by design
About EasyVista:

EasyVista™ Inc. is a leading provider of Cloud-based IT Service, IT Asset and Organizational & Customer Service Management solutions. The Company serves customers in every vertical sector and has direct operations around the world with offices in the United States, Canada, France, UK, Germany, Italy, Spain and Portugal.

With tier 1, multi-lingual support and Network Operation Centers worldwide, our award-winning Cloud based approach and unique service management codeless design environment, EasyVista NEO allows companies to transform IT services for the 21st century. Our mission is to empower organizations to streamline and simplify the management and control of in-house, out-sourced and Cloud-based service management. We are the broker of Service and Support for New IT; we are Service Management by Design.