

- Drive greater revenue and reduce costs by increasing worker productivity **by over 30%**.<sup>1</sup>
- Free your staff to focus on higher-value tasks by cutting **up to 60%**<sup>2</sup> of calls coming to the service desk.
- Increase the number of happy end users **by over 25%**.<sup>3</sup>

## eV Service Apps

### SERVICE APPS – POWERING A SUPERIOR ITSM USER EXPERIENCE

Managing and delivering IT services in an ever-changing IT landscape is challenging. Add the complexity of the many tools required to ensure the delivery and performance of IT services, and you have a recipe for unhappy users and IT staff.

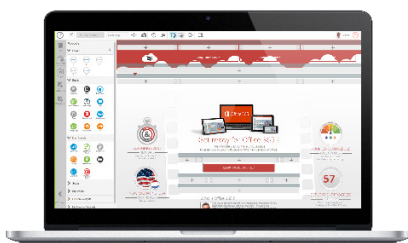
IT needs a way to deliver a more engaging interface into IT services that provides simple access to the data, processes, and systems needed to do their jobs. Traditional approaches to this problem requires customization of complex platforms with heavy coding and scripting. At EasyVista, we have made it easy to configure and deliver purpose-built, easy-to-use portals and apps – without a line of code.

### Deliver Modern Responsive Portals and Apps in Minutes

EasyVista's built-in Service Apps technology provides organizations the ability to deliver a new generation of self-help for users across the enterprise using responsive service portals and apps. With Service Apps technology, you will unleash the power of EasyVista's ITSM platform by providing a modern, engaging user experience that makes it easy for users to get the services they need. Explore the features of Service Apps below.

### Engaging Service Catalog and Self-Help

Service management professionals strive to focus their activities on high-value tasks, yet countless hours are spent taking calls every day from users and logging tickets. Using EasyVista's Service App templates for service catalog and self-service, your users will have easy access to everything they need to do their job, significantly reducing service and support requests. The superior user experience will increase adoption and improve overall engagement with the business.



### Drag-and-Drop, Codeless Creation

EasyVista's Service Apps technology allows even the most novice of users to configure custom portals. Users drag-and-drop pre-built or custom widgets onto a canvas to build portals in minutes.

<sup>1</sup> [http://www.digitalstrategyconsulting.com/intelligence/2014/05/apps\\_boost\\_worker\\_productivity\\_34.php](http://www.digitalstrategyconsulting.com/intelligence/2014/05/apps_boost_worker_productivity_34.php)

<sup>2</sup> <https://www.gartner.com/document/2992818?ref=activity>

<sup>3</sup> <http://www.fiercewireless.com/developer/report-75-people-using-apps-at-work-are-happy-workers>

## Responsive Design

Portals and apps created with EasyVista's Service Apps technology support both PCs, mobile devices, and tablets – automatically scaling and using built-in desktop, phone, or tablet functions regardless of the manufacturer and OS used.



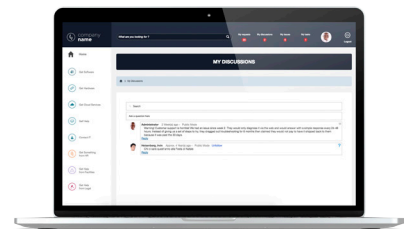
## Pre-Built Integrations

By using EasyVista's pre-built integrations, your organization can integrate ITOM tools like Splunk and productivity tools like Trello into one cohesive app experience. Further, should you not see a pre-built integration you need, creating your own is easy with a built-in, GUI-driven, integration builder.



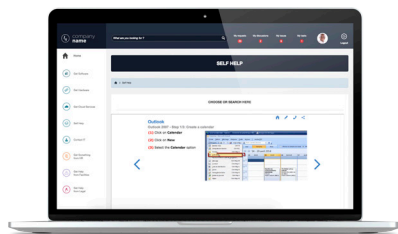
## Social IT

Our built-in discussions feature allows end users to collaborate with each other and IT to solve their issues. In addition, users can use the discussions capability to add comments to Service Catalog items.



## Self-Guided Knowledge

Empower users to solve their own issues with guided tutorials. Powered by a simple but advanced knowledge workflow engine, our self-guided knowledge functionality allows you to create custom multimedia tutorials in minutes.



## Easy-to-Use Templates

In today's complex IT environment, staff is too busy focusing on resolving incidents and challenges to build compelling apps and portals from scratch. EasyVista provides widgets, apps, and portal templates out of the box for its customers to configure to fit their needs.



## Robust Reporting and Dashboarding

Having easy access to reporting and analytics from anywhere on any device is a need, not a want. Use built-in, dashboard widgets to create compelling visual stories with data coming from multiple tools and departments – providing a truly holistic view of IT service performance.

