

# EASYVISTA™

EMPOWER YOUR IT



## PREVENT FUTURE INCIDENTS

As the best incident is no incident, we provide proactive and predictive capabilities including self-help and efficient IT monitoring solutions

## ACCELERATE INCIDENT RESOLUTION

To solve the increased complexity of the support equation, we provide innovative collaboration tools and the latest remote support technologies

## IMPROVE COST EFFICIENCY AND INCREASE TECH ADOPTION

We help you meet increasing business expectations while delivering better service and value with less resources

## FACING IT CHALLENGES

Business is evolving at lightning speed and requires “better, faster, stronger” IT. That’s your mission, that’s what they expect from you: agility and resilience.

At the same time, there’s an increased pace of adoption coming from consumers. People are eager to use new technologies. The average user will tap, swipe, and click their phone 2,617 times a day — this translates directly into how fast users can adopt and use a new technology.

So, to help you increase IT agility and resilience we provide a solution that makes it easy for you to deliver and support new IT Services as fast as your LOB expectations and users’ adoption. It’s time to empower your IT to exceed expectations with solutions that are loyal to you, easy to work with, and will help accelerate your IT maturity.

## END-TO-END IT SERVICES EXPERIENCE PLATFORM

The EasyVista platform helps you manage a frictionless end-to-end IT Services experience lifecycle. EasyVista enables you to deliver, operate, and support best-in-class IT services. Not only will you contribute to your business, but you can ensure services are successfully adopted, with a great experience, to boot.

By using our ITSM and I&O solutions, you will be able to make your business contribution efficient, visible and cost effective with a powerful and smooth end-to-end service experience. From designing new services, to service delivery, discovery, monitoring and insights.

In a nutshell, we are **THE IT Service and Operation Management** solution of choice for global companies who aspire to grow their I&O maturity and want to support their organization’s success by delivering quantifiable business outcomes.

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IT DIGITAL EXPERIENCE AND SELF-SERVICE

Delivering consistently high-quality IT and business services with exceptional user experience

**40%** Employee and customer satisfaction by improving and modernizing digital experiences

- IT Self-Service
- Virtual Support Agent
- XLA – Experience Level Agreement
- Digital Experience Monitoring
- Synthetic Monitoring

IT SUPPORT AND DELIVERY

Facilitate and accelerate incident resolution with AI-based actionable insights

**52%** of the cases raised are for unplanned interruptions (3 hours loss of productivity on average)

- Event Management
- Incident Management
- Knowledge Management
- IT Remote Support
- Problem Management
- Service Request Management

ENTERPRISE SERVICE MANAGEMENT

Supporting LOB departments with their digital transformation journey

**25%** Faster revenue growth by extending the principles of service management beyond IT to the entire organization

- Self-Service Portals
- Knowledgeable HR Base
- Facility & Asset Management
- User Friendly Mobile Apps
- Process automation
- Multi-platform access

EV DESIGN STUDIO

Intuitive, flexible, and fully configurable software

**50%** of TCO reduction thanks to low code implementation features and a quick-start implementation program

- Form Designer
- Workflow Designer
- Automation Designer
- Catalogs
- Reports & Dataviz
- System access

EV CONNECT STUDIO

Easy to use and powerful integration tools and technologies

**30%** Productivity improvement thanks to an efficient workflow engine, automation and agile deployment

- Connect Technologies
- Connect Integration Templates
- Connect Monitoring Templates

IT INFRASTRUCTURE AND OPERATIONS

Decrease downtime through predictive monitoring and controlled change requests

**30%** of incident reduction by predicting and avoiding downtime through predictive monitoring

- Change & Release Management
- CMDB
- Service Continuity
- IT Monitoring
- Discovery
- Capacity Management

IT STRATEGY AND ESG

Improve cost efficiency while contributing to sustainability effort

**30%** Reduce carbon emissions by 30% through user device reduction and increased cloud adoption

- Self-Service Portals
- Knowledgeable HR Base
- Facility & Asset
- Contract & License management
- Service Level Management
- Green IT



# WHY EASYVISTA'S CLOUD STANDS OUT

Leverage the expertise that comes with over a decade of delivering SaaS solutions to thousands of customers worldwide. With a focus on compliance and a high guarantee of availability and security, we hold our data centers and cloud management centers (CMCs) to stringent security and compliance standards, allowing us to commit to a high guarantee of availability for our customers.

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## CLOUD MANAGEMENT CENTER

Certified Security | SSAE 18/SOC2  
GDPR Compliant

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## DATACENTERS

Worldwide Datacenters (AWS)  
Dedicated Platforms  
Local Hosting

+6M

## CONNECTED USERS

On-Demand Upgrade  
VPN & SSO  
Scalable Architecture

99,95%

## AVAILABILITY

24/7 Monitoring  
5 Hours DRP  
Performance Analysis



# WHY CHOOSE EASYVISTA SOLUTIONS



TIME TO VALUE  
FOR CUSTOMERS



COST/  
FUNCTIONALITY  
RATIO



LOYAL TO IT



END-TO-END  
IT SERVICES  
EXPERIENCE VIEW



HIGH  
USER ADOPTION



# ABOUT EASYVISTA

EasyVista is a global software provider of intelligent solutions for enterprise service management, remote support, and self-healing technologies. Leveraging the power of ITSM, Self-Help, AI, background systems management, and IT process automation, EasyVista makes it easy for companies to embrace a customer-focused, proactive, and predictive approach to their service and support delivery. Today, EasyVista helps over 3,000+ enterprises around the world to accelerate digital transformation, empowering leaders to improve employee productivity, reduce operating costs, and increase employee and customer satisfaction across financial services, healthcare, education, manufacturing, and other industries.

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