



YOU MAKE **IT** HAPPEN, WE MAKE **IT** EASY



## Service Apps

**IMPROVE IT AGILITY** with the ability to codelessly build responsive applications, portals, and dashboards.

**REDUCE SERVICE DESK CALLS** by up to 30% with next generation self-service portals.

**INCREASE IT STAFF PRODUCTIVITY** by deploying easy-to-use micro apps purpose built for their role.

**INCREASE MANAGEMENT VISIBILITY** into IT services with informative dashboards.

## DELIVER EXCEPTIONAL DIGITAL EXPERIENCES IN MINUTES

Managing and delivering enterprise services in a fast-changing business landscape is challenging. IT staff, employees and customers all need an easier way to engage with service and support technologies that provide access to ITSM data and process automation needed to do their jobs.

Traditional approaches to this problem require customization of complex platforms with heavy coding and scripting. At EasyVista, we made it easy to configure and deliver people-centric, easy-to-use self-service portals and micro apps – without a line of code.

EasyVista's built-in Service Apps technology provides organizations the ability to deliver a new generation of self-service for users across the enterprise using responsive service portals and micro apps. With Service Apps technology, you will unleash the power of Service Manager and Self Help by providing a modern, engaging digital experience that makes it easy for employees and customers to get the services and support they need.



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# ENGAGING SELF-SERVICE, SERVICE CATALOG & 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. With EasyVista's Service Apps templates for self-help and self-service, you can deliver guided knowledge and a context-aware service catalog that empowers employees and customers to get the answers they need easily, significantly reducing service and support requests. This intuitive user experience will increase adoption and improve overall engagement with the business.

## BUILT-IN SERVICE APPS TEMPLATES TO HELP YOU GET STARTED:



**STANDARD SERVICE  
WORKPLACE**



**ADVANCED SERVICE  
WORKPLACE**



**SELF-SERVICE PORTAL**

# ROBUST REPORTS AND DASHBOARDS

Get easy access to reporting and analytics from anywhere on any device. Use built-in dashboard widgets to create compelling visual stories driven by data that are derived from multiple tools and departments – providing a truly holistic view of service performance.



## BUILT-IN SERVICE APPS TEMPLATES TO HELP YOU GET STARTED:



**ITSM DASHBOARD**



**ITOM DASHBOARD**



**EXECUTIVE DASHBOARD**

# PRE-BUILT & READY-TO-USE ROLE-BASED MICRO APPS

What if we told you that each role in your organization could have a personalized app to make their job easier? EasyVista provides ready-to-use micro apps that are specific to users in your organization. In minutes, you can deliver a contract manager app, an approval app, and a change manager app to the users who need them the most.

## BUILT-IN SERVICE APPS TEMPLATES TO HELP YOU GET STARTED:

MOBILE  
SUPPORT  
TECH

CHANGE  
MANAGER

CONTRACT  
MANAGER

ASSET  
MANAGER

STOCK  
MANAGER

APPROVAL

### BUILT-IN FEATURES

## DRAG-AND-DROP, CODELESS CREATION

EasyVista's Service Apps technology makes it easy to configure custom apps, portals and dashboards, so even the most novice user can design it. Users drag-and-drop pre-built or custom widgets onto a canvas to build portals within minutes.



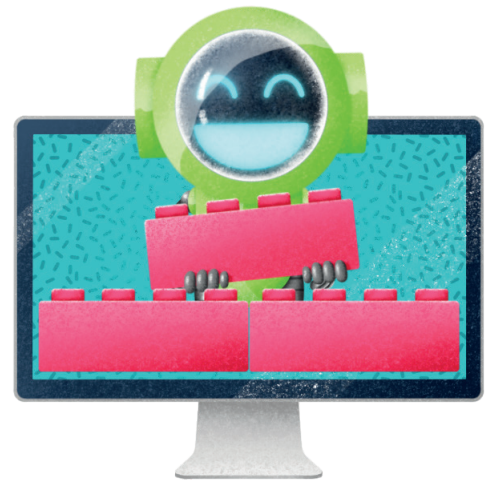
## RESPONSIVE DESIGN

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 3rd-party applications and data into one cohesive app experience. If you don't see the pre-built integration you need, creating your own is easy with a built-in, GUI-driven integration builder.



## SELF-HELP & VIRTUAL AGENTS

Your users are mobile and have a strong appetite for omnichannel: knowledge, procedures, and information must be able to follow them. EasyVista Self Help provides knowledge flows and makes them easily available from any device via responsive web applications. Knowledge is thus integrated into your self-service portal, your business applications, your websites, and even used by our virtual agents.

## PRODUCTS

### EV Service Manager

Radically simplify and accelerate service creation, deployment, and support with our adaptable, powerful and smart service management platform.

### EV Self Help

Dramatically reduce customer and employee requests as well as increase user satisfaction by empowering users to solve their own issues with our intelligent knowledge platform.

## 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.

# EASYVISTA™

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