

EV Trusted Cloud

Proven – Decrease the number of calls by up to 30% with guided answers to the most common questions, issues, or service requests.

Scalable – Shorten employee training by up to 50% with guided learning on new processes and job roles.

Secure – Improve First Contact Resolution (FCR), Average Handle Time (AHT) and Quality of Service (QoS) by providing step-by-step instructions for complex processes

Transparent – Improve Access the real-time operational statistics you need with a dedicated dashboard portal specific to your implementation.

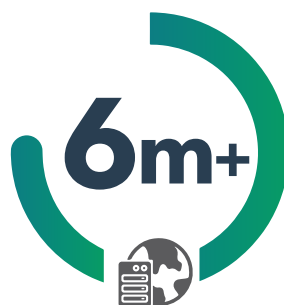
Today more than ever, enterprises are moving their applications to the cloud to gain agility, reduce operational costs and keep current on software versions. Due to the vital processes that are managed using ITSM software, organizations must partner with a trusted vendor to deliver these processes to them. New demands for vendor transparency and tighter security force organizations to better understand a number of critical success factors when selecting a SaaS ITSM provider. Organizations must perform due diligence around four key areas to ensure that the selected ITSM vendor is a trusted cloud provider: Proven Expertise, Scalability, Security and Transparency.

PROVEN

EasyVista has made it a top priority to lead the way in SaaS ITSM for over a decade. As one of the first vendors to enter the SaaS ITSM space, it has a proven track record of hundreds of successful customers globally using its SaaS ITSM platform. To ensure datacenter quality, EasyVista developed a methodology to hold its IaaS providers to the highest standards with a strong focus on compliancy and a high guarantee of availability and security. In addition, it diversifies its IaaS service providers globally to lower the risk of being locked into a single provider's capabilities and services.



GLOBAL CLOUD
CUSTOMERS



CONNECTED
USERS



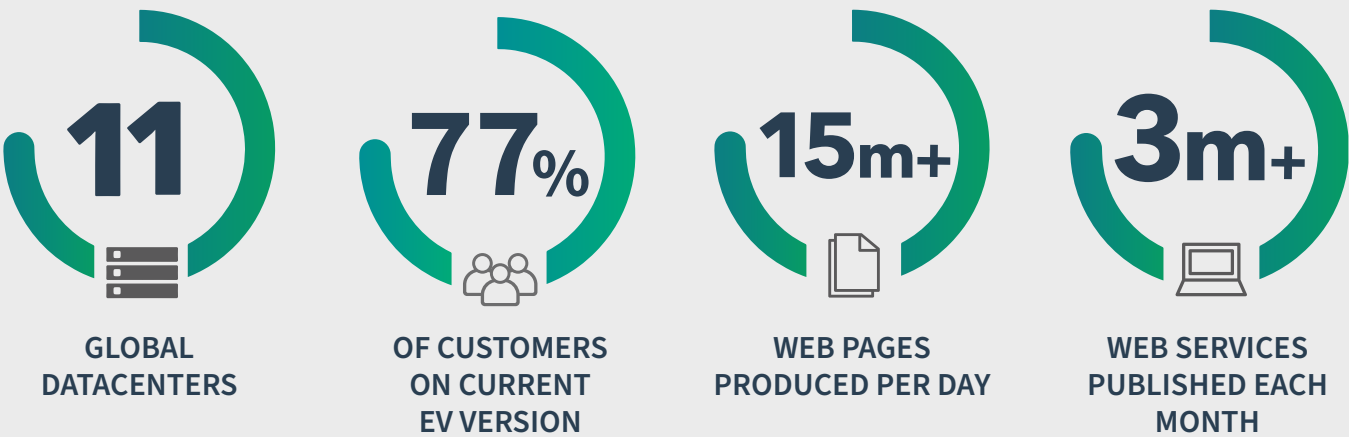
COUNTRIES
REPRESENTED



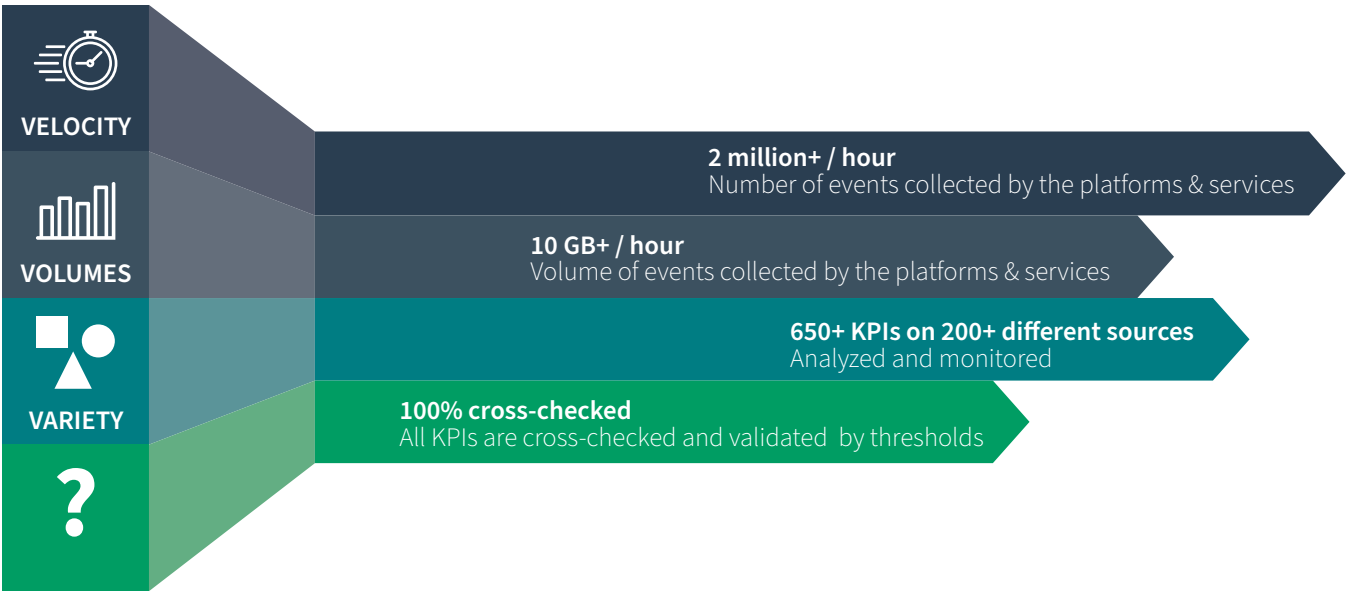
AVERAGE
AVAILABILITY

SCALABLE

EasyVista has two regional Cloud Management Centers (North America and Europe) providing always-on operational monitoring and management for its customers worldwide. Among other responsibilities, such as maintaining the highest levels of compliance and customer support, the CMCs add immense value by leveraging Big Data analytics to monitor EasyVista datacenters for availability and performance. At EasyVista, 95% of all potential issues that could affect customers in its datacenters are detected early and avoided through proactive systems monitoring. The combination of employee expertise, process discipline, and powerful analytics, allow CMCs to provide customers with confidence that issues are identified before they affect any customer’s vital systems.



BIG DATA IS
THE CORE OF EASYVISTA’S PROACTIVE MONITORING



SECURITY

Every company should be committed to support both operational and administrative datacenter security but may not have the level of expertise, bandwidth or budget to take on these responsibilities themselves. EasyVista invests in this security commitment for its customers, emphasizing policy, procedure and technology that allows them to go beyond standard industry security practices. The goal of this approach is to ultimately extend a customer's capabilities, allowing them to scale as if they had regional security teams across the globe, focused exclusively on advanced expertise aligned specifically to cloud ITSM security.

THE TABLE BELOW IS A BROAD LIST OF HOW WE MEET THIS COMMITMENT

OPERATIONAL SECURITY

- Infrastructure Security
- Platform Security
- Incident & Change Management
- Business Continuity & Disaster Recovery
- Patch Management

ADMINISTRATIVE SECURITY

- Standards, Legal, and Contracts
- Organization & Targets
- Risk Analysis
- Employee Policies & Procedures
- Compliance

EASYVISTA'S GLOBAL CUSTOMER BASE HAS STRENGTHENED ITS GOVERNMENTAL- AND INDUSTRY-BASED COMPLIANCY EXPERTISE



TRANSPARENT

EasyVista's international presence has driven a commitment to compliance and transparency. This has empowered EasyVista to invest in tools that provide customers with peace of mind around process compliancy and real-time system availability. EasyVista undergoes annual SSAE-18 SOC 2 Type II audits for internal processes and allows its customers to view these audit reports. The MyEasyVista.com portal is also provided to customers 24/7 with real-time system availability statistics. Annual audit reports and visibility into day-to-day operations without the need for large teams or expensive infrastructure ensure transparency into and control of vital systems.



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CERTIFIED TYPE II

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.

Learn more at www.easyvista.com