



ev Service Manager

Proven ITSM 2.0 Platform – Improve your IT maturity with a robust automation engine that includes out-of-the-box support for the entire ITIL lifecycle.

Employee-Centric User Experiences – Increase self-service adoption and staff productivity with adaptable and smart user experiences.

Low TCO – Reduce ITSM costs with the combination of cost-effective licensing and codeless configuration tools.

Trusted Cloud – Ensure security, availability and transparency with SSAE-18 audited operational processes, big data analytics, and global data centers.

MAKING ITSM EASY

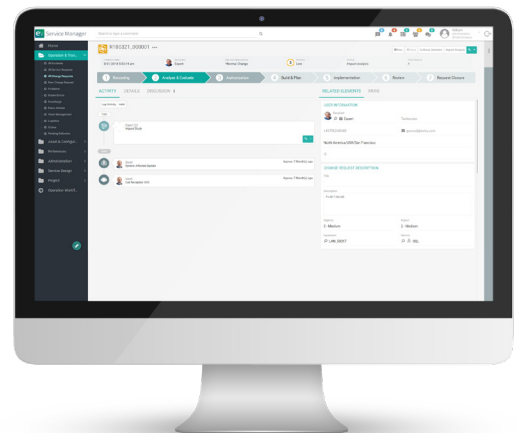
EasyVista leverages its extensive industry experience working with thousands of enterprise customers globally to simplify IT service management by making IT easy to use and easy to deliver. The proven EasyVista IT Service Management platform is positioned to help organizations dramatically improve service levels and reduce IT costs.

ADAPTABLE, POWERFUL, SMART USER INTERFACE

When user experience is done right, it leads to greater productivity for IT, higher rates of adoption for end users, and greater visibility for executives. EasyVista's platform allows organizations to provide powerful user experiences with custom and pre-built responsive applications.

We designed our interface with the service management user in mind: our goal is to power a new way to work by delivering the best user experience in the ITSM industry, one that is adaptable, powerful and smart.

Our user interface architecture and its integration with our Service Apps technology delivers a platform for innovation that enables you to augment every users' experience with powerful context-aware automation, AI-driven recommendations, intelligent knowledge, and persona-based dashboards & apps...all designed to keep you and your users in control.



FULLY INTEGRATED PLATFORM FOR IT SERVICE MANAGEMENT

With full coverage of ITIL processes and PinkVerified across 11 processes, EV Service Manager enables organizations to mature their ITSM practice, regardless of their current maturity level. Starting with core service desk processes, IT organizations can mature over time by employing ITIL processes as needed.

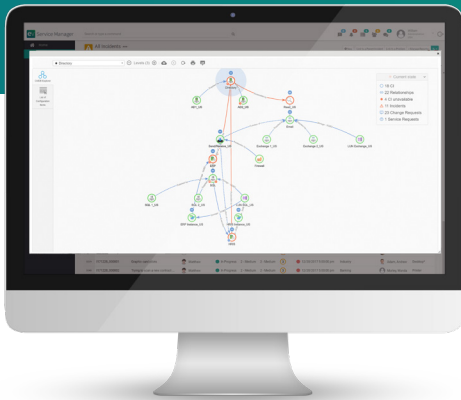
We make this easy to design, implement, change and upgrade. Your team becomes the pivot point of support and service, not only providing an integrated picture of information, control and governance, but also a streamlined system of change and agility.

- P Incident Management
- P Problem Management
- P Change Management
- P Request Fulfillment
- P Service Catalog Management
- P Service Level Management
- P Availability Management
- P Knowledge Management

- P IT Service Continuity Management
- P Service Portfolio Management
- P Service Asset & Configuration Management
 - Access Management
 - Demand Management
 - Financial Management
 - Inventory Management
 - Self-Service

- Service Reporting & Measurement
- Capacity Management
- Event Management
- Project Portfolio Management
- Purchase Management
- Release Management
- Software License Management
- Supplier Management

P PINK ITIL V3 2011 VERIFIED



TRACK YOUR IT ASSETS EFFICIENTLY WITH IT ASSET & CONFIGURATION MANAGEMENT

IT Asset Management is not just about finding your assets – it's about the full Asset Lifecycle adding value and intelligence around the whole process. At the heart of effective Asset Management solutions is the Configuration Management Database (CMDB), a central knowledge system that turns raw asset data into a comprehensive web-like picture of your environment to show how assets are linked and dependent on each other and to improve decision making.

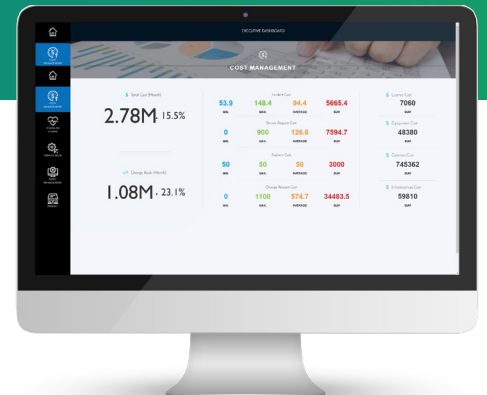
- Dependency Mapping
- CMDB
- Inventory Management
- Software License Management

- Contracts Management
- Chargeback/Showback
- Purchasing
- Supplier/Vendor Management

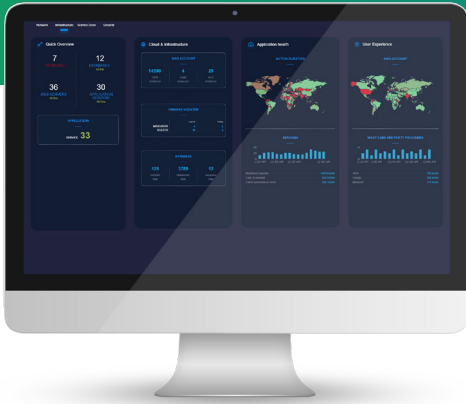
- Invoicing
- Barcode Scanning
- Depreciation of Assets

RUN IT LIKE A BUSINESS WITH IT FINANCIAL MANAGEMENT

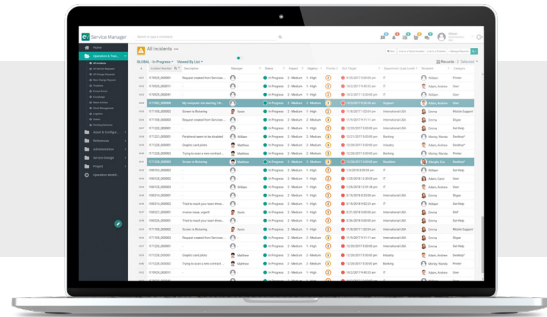
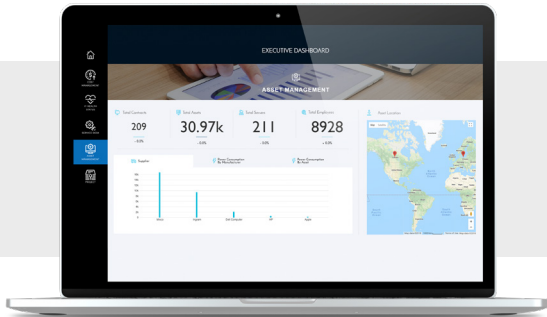
EV Service Manager empowers IT with comprehensive financial management, governance and business intelligence to understand and communicate the business value of delivering customer-driven IT services. Make sound decisions when it comes to cost, quality and value of your IT services. Ensure you have the necessary high-level visibility on what services are being delivered, how long it takes to deliver them and at what cost.



COMPLETE VISIBILITY WITH REPORTING AND DASHBOARDS



Our reports and dashboards are aimed at simplifying the report building process through a rich library of ready-to-use reports and dashboards. New reports and dashboards are available for download on a regular basis. All reports can be customized for your needs or you can build your own. You can even connect it to your own datasource to aggregate information from any third-party solution to gain complete visibility.



BUILT-IN TOOLS

The platform comes with a number of easy-to-use built-in tools that accelerate an organization's ability to get up and running quickly, reduce its cost of administration, cut the time to resolve IT issues and support the company globally.



DRAG-AND-DROP WORKFLOWS

Automate your ITSM processes by using one of our workflow templates, based on best practices, or create your own drag-and-drop functionality on the workflow canvas.



SMART AUTOMATION

Perform complex, multi-step actions with just a few clicks by using one of our 400 out-of-the-box, step-by-step guiding wizards, powered by intelligent automation to help ensure accuracy and improve efficiency.



SERVICE APPS TECHNOLOGY

Codelessly configure purposeful, intuitive and responsive applications, portals, and dashboards using our pre-built templates to get started.



EVie COMMAND INTERFACE

Guide users to complete routine and complex tasks using defined execution commands, smart automations, filters, and searches to work faster using the EV Intelligence Engine, which can be accessed from the universal search bar.



FUNCTION & DATA ACCESS CONTROL

Maintain regulatory compliance and security by leveraging domains to segregate data and security at the organizational level, ensuring appropriate controls of data and functions.



MULTI-LINGUAL

Support your company globally with out-of-the-box multi-lingual capabilities and separate domains at the data level to help ensure technicians can work on the same tickets and workflows simultaneously in their own language.

AVAILABLE

SAAS OR ON-PREMISES

Extensive experience in providing SaaS-based and on-premises delivery models empower EasyVista customers to confidently select an ITSM platform on their terms. Few other ITSM vendors have the depth of SaaS experience or the breadth of SaaS resources dedicated to availability, security, and performance as EasyVista.

Some unique SaaS ITSM features include:

3 CLOUD MANAGEMENT CENTERS

With 3 Cloud Management Centers (CMCs) in North America and Europe, EasyVista offers a level of thoroughness and security unmatched by most ITSM SaaS solutions on the market. Highly trained staff are dedicated to CMCs, ensuring the availability and support of the SaaS platform 24-hours a day.

14 DATA CENTERS

New data sovereignty laws, like GDPR, and existing latency concerns are driving organizations to require SaaS instances in their geographical region. With 14 regionally dispersed data centers and experience servicing customers in over 50 countries, EasyVista is uniquely positioned to address these concerns.

INDEPENDENT AUDITS

To minimize privacy and risk concerns, organizations are increasingly looking for SaaS vendors who have been independently audited for risk and security. EasyVista is one of very few ITSM vendors to require data centers and internal policies to undergo extensive SSAE-18 SOC 2 Type II annual audits.

EASY INTEGRATIONS

EasyVista provides a variety of different channels for integration to ensure that no matter the product, the EasyVista platform will extend the value you receive.

