



Service Apps

Drive greater revenue and reduce costs by increasing worker productivity **by over 30%** ¹

Free your staff so they can focus on higher-value tasks by cutting **up to 60%** ² of calls coming to the service desk

Increase the number of happy end users **by over 25%** ³

EASY TO USE. EASY TO DELIVER.

DELIVER MODERN RESPONSIVE PORTALS AND APPS IN MINUTES

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 people-centric, easy-to-use portals and 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 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-SERVICE



IT 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 Apps 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. This intuitive user experience will increase adoption and improve overall engagement with the business.

¹ http://www.digitalstrategyconsulting.com/intelligence/2014/05/apps_boost_worker_productivity_34.php

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

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

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.

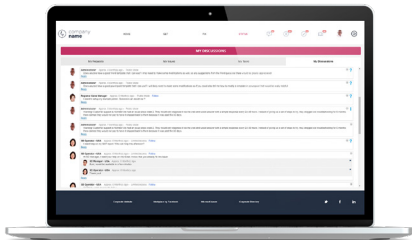


RESPONSIVE DESIGN

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, if you don't see the pre-built integration you need, creating your own is easy with a built-in, GUI-driven, integration builder.

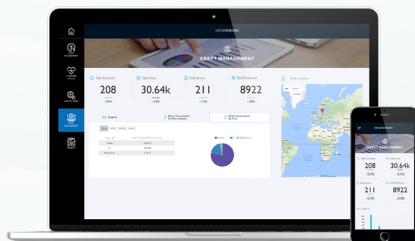
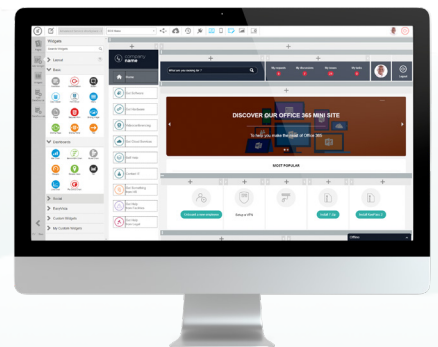


SOCIAL IT

Our built-in discussions feature allows end users to collaborate with each other with efficient peer-to-peer support capabilities. In addition, users can use the discussions feature to add reviews to Service Catalog items.

EASY-TO-USE TEMPLATES

In today's complex IT environment, teams are too busy focusing on resolving incidents that the thought of building compelling apps and portals from scratch is overwhelming. To fit your needs, EasyVista provides easy-to-configure, out-of-the-box widget, app, and portal templates.



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 derived from multiple tools and departments – providing a truly holistic view of IT service performance.

Learn more at www.easyvista.com