easyVISTA™
MOBILE-FIRST · SERVICE MANAGEMENT

Reinventing Service Management for the Mobile User

Easy to deliver. Easy to use.

Service and the world of work

Expectations for service have never been higher. Technology in our everyday lives has made the service experience vastly more convenient, from ordering a product with a simple click to easily checking the status of something important. But all that changes when we get to work. That's when service interactions feel like they're stuck in the past.

As the gap widens between the service experience at work and outside of it, IT organizations struggle to deliver the efficient, comprehensive, and elegant services that end users expect. Modern services simply can't be built on a rigid, governance-heavy approach to IT.

Shadow IT no longer in the shadows

When it seems too hard to work through IT, business units start helping themselves to products and services of their choosing, or "shadowing" the IT organization to get what they need without IT slowing them down. Shadow IT is fraught with risk—data security, compliance, and massive hidden costs. Forced to support technology implementations they didn't plan, IT remains in a tactical, reactive role, restrained from more strategic initiatives of greater value to the company. And the problem is escalating. IDC says 61 percent of enterprise technology projects are now funded by the business outside of IT, predicting that spending by functional areas will continue to outpace IT investments.

Serving the needs of the organization shouldn't be this hard.

The new measure of service

Progressive IT organizations understand that an exceptional service experience for their end users represents an enormous opportunity for IT to increase its strategic value. Today, good service is good business. Companies that recognize this differentiate themselves among employees and their ecosystem, providing a new measure of service.

And it's not just the enterprise that needs to serve its employees. Hospitals need to provide a new measure of service for workers and patients. Universities need to serve staff and students. Managed service providers need to serve the diverse needs of multiple customers. Everyone is a consumer, so everyone expects a consumer-like experience from technology.

EasyVista has gone to great lengths to radically improve the service experience, taking advantage of design principles that make extraordinary service possible while still supporting the needs of the enterprise. No other solution comes close.

Designed for ease of use

EasyVista's unmatched ease of use is based on the following design principles:

End-user-centric approach: Like any beautifully simple product, EasyVista is designed around the user experience, ensuring easy elegance for both user and administrator.

Abstraction of complexity: EasyVista has spent decades perfecting workflows and user interfaces to abstract out as much complexity as possible. By doing this hard work up front—and improving and refining over many years—EasyVista is able to deliver complicated processes that can be completed in just a few clicks, without any coding.

Mobile-first design: Years ago, EasyVista made a decision to purposefully develop every piece of software with a mobile-first approach. This doesn't just mean the solution works on any device. It means the experience is purposeful, modern, and enabling of self-service wherever possible.

Simplified service creation and management

Unlike other service management solutions that require months of specialized, dedicated resources to create new services, EasyVista dramatically simplifies and accelerates service creation and management. New services can be built in hours, and new users can be added in minutes—all without a line of code.

With more than 1,000 customers using the EasyVista product in global environments—in some cases, for more than 15 years—EasyVista has had the time to test, learn, and refine. As a result, the company has applied thoughtful discipline to the best ways to automate and streamline service. In fact, EasyVista has been continually developing its product for twice as long as the closest competitor.

The EasyVista solution includes more than 400 pre-configured wizards, representing a wide variety of process building blocks that require no code. Not only does this make service creation faster and less expensive, it empowers line of business owners to build their own services where it makes sense, bridging silos across the organization and creating an innovation partnership between IT and the business.

## The EasyVista product is made up of three components:

Service Manager: a comprehensive service management platform for IT professionals to manage the entire service management lifecycle. It features powerful capabilities including award-winning workflow, embedded processes based in ITIL, a service catalog, and more.

Apps Builder: an intuitive interface enabling IT professionals and business leaders to quickly and easily build service apps with codeless configuration.

User Service Apps: Apps that enable employees or other end users to resolve problems, get information and request services—anytime via any device. It's one single place for all their service needs.

easyVISTA™

EASY TO USE
WITH MOBILE-FIRST
SERVICE APPS
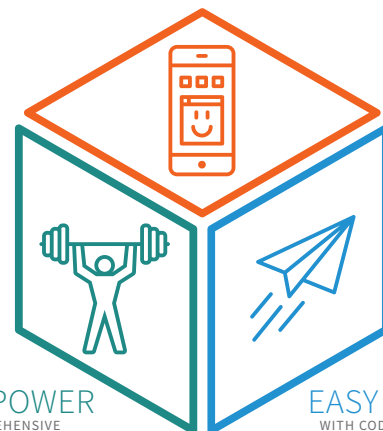
PROVEN POWER
WITH A COMPREHENSIVE
SERVICE MANAGER

EASY TO DELIVER
WITH CODELESS CONFIGURATION
APPS BUILDER

Any service from any device

In today's world, mobile isn't a choice—it's a priority.

Even if an enterprise isn't quite ready to move its service management off the desktop, it needs a partner like EasyVista with mobile already built in to the solution for when the time is right. EasyVista is the only service management product purpose-built as a mobile-first experience.

This means:

Device-agnostic: The solution leverages responsive design so the experience is seamless across devices and operating systems.

Purpose-driven: The experience is purposeful. Users can quickly and intuitively pace through to get their needs met, with the right information presented at the right time for rapid task completion.

Modern experience: The app demonstrates an appreciation of the way people think and act today, and rejects old approaches that alienate users.

Service-oriented: The experience assumes the user prefers to help him or herself where possible, but also makes it simple to reach a human at any time.
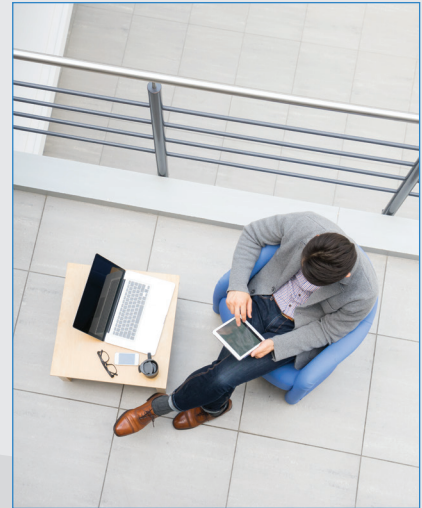
Lower cost with higher satisfaction

Enterprise service costs represent a large, growing, and highly unpredictable line item in the IT budget. With EasyVista, companies drive down the cost of service delivery and at the same time put greater controls in place to prevent costly surprises.

**EasyVista reduces services delivery costs. Enterprises can:**
- Accelerate the time it takes to deploy a service management solution from months to weeks
- Reduce service application development costs with codeless application development
- Increase self-service and end-user adoption to require less IT resources

EasyVista improves cost control. Enterprises can:
- Reduce the impact of shadow IT, including subscriptions to cloud-based apps
- Reduce professional services costs with an easy-to-deploy solution requiring no coding
- Enjoy straightforward pricing that doesn't penalize them as they scale and expand their service offering

EasyVista provides efficiency and visibility that delivers additional value to the organization. Enterprises can:
- Increase end-user productivity through faster service resolutions
- Expose opportunities for organization improvements, end-user needs, cost savings, and other valuable business insights
- Reduce the tactical tasks that hinder IT from driving more strategic value into the organization
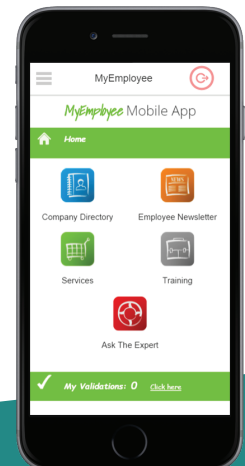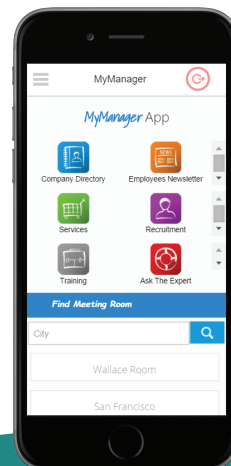
A Partner to depend on

EasyVista has a longstanding track record in service management. The company was founded in 1988, and is still led by its two original founders. Supported by a team of dedicated engineers with long tenures at EasyVista, the company's roots were grounded in asset life cycle management. For more than 15 years now EasyVista has embedded ITIL best practices into the product, which has been PinkVerified since 2006.

The company has grown exclusively through internal development—not acquisition—and the result is a robust, highly integrated product. That's why today more than 1,000 global customers rely on EasyVista. In fact, EasyVista's customer retention rate is 98 percent.

External Viewpoints

- The 2015 Gartner: Critical Capabilities for IT Service Support Management Tools report ranks EasyVista among the top three providers in the world in terms of digital workplace solutions that give business users a consumer-like experience.

- According to G2 Crowd, the world's leading business software review platform, EasyVista outperformed two leading competitors in "ease of use," "ease of set up," "ease of administration" and "ease of doing business."

- In its 2016 Trends in Enterprise Mobility report, 451 Research says IT leaders need to look for vendors that are mobile-first ready.