

**Zero downtime** - Resolve and manage endpoints with minimal user interaction and interruptions

**Increase ticket closure rate** - Real-time process automation enabling proactive approach

**Improve service desk productivity** - Actionable analytics that allow smooth execution of complex tasks

**Increase employee satisfaction** - Implement proactive self-healing processes and findings from observability

EasyVista delivers an end-to-end service experience platform that makes it easy for organizations to embrace a proactive and predictive approach to service support, delivery, and observability, including collaborative self-help, self-healing, and comprehensive performance and availability insights.

This enables teams to focus on value delivery and innovation that drives business outcomes, resulting in higher employee and customer engagement, increased productivity, and better resiliency.

## INCREASE SUPPORT AGENT PRODUCTIVITY AND EMPLOYEE SATISFACTION BY RESOLVING ISSUES WITH ZERO DOWNTIME

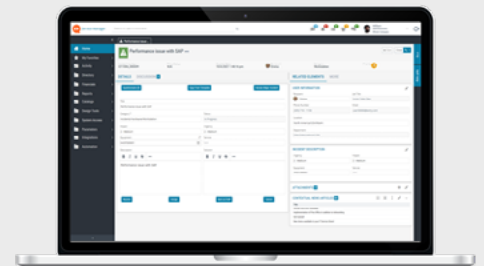
EV Reach's process automation technology and remote support access integrated with EasyVista's solutions will enable support agents to have a comprehensive and exhaustive view of all IT Services from infrastructure to end points. This will make it easier for IT to focus on the user experience and value streams, resulting in a positive impact on the business.

The solution will help fix issues proactively, reduce the average handling time for incident resolution, provide an exceptional user experience with its innovative background systems management, and help predict the next best actions to support shift-left initiatives. This enables customers to harness this powerful technology for scalable results and focus on value delivery and innovation that drives business outcomes.

## EXPAND YOUR SERVICE SUPPORT CAPABILITIES WITH SELF-HEALING AND OUR ALL-IN-ONE ITSM PLATFORM

Provide your support agents with a seamless experience and allow them to access a user's system remotely or perform a background task with one click from an incident in the EasyVista Service Manager solution.

In combination with our Self Help virtual agent and knowledge management technology, EV Reach provides advanced self-healing capabilities to automate user incident resolution with minimal user interruption or downtime.



## SUPPORT YOUR USERS WITH THE MOST SECURE REMOTE ACCESS SOLUTION

Support your users with the most powerful and secure remote-control solution. Our advanced remote desktop technology allows you to access your users and systems within seconds, no matter where they are. Monitor the screen activity and health status of groups of machines with the multi-machine screen monitor. We support multiple platforms/system types via a range of access protocols including Citrix and Microsoft Terminal Services user sessions



## UNATTENDED ENDPOINT MANAGEMENT IT SUPPORT WITH ZERO DOWNTIME

Our behind-the-scenes systems management lets you support your users without interrupting them. Query, control and manage workstations via unattended endpoint management tasks and keep your users productive. For increased reliability, EV Reach's real-time query engine, with fail-over database back-end, prioritizes live data over historical data in case of system unavailability.



## IT PROCESS AUTOMATION AUTOMATE COMPLEX OR REPETITIVE IT TASKS

EV Reach's real-time process automation can handle repetitive or complex IT processes based on real-time scanning, detection and remediation. It generates actionable insights and reports and makes IT process automation easy with a low-code approach thanks to our extensive library of admin tasks for computers and Active Directory.

