EASYVISTA®

EMPOWER YOUR IT

EV Service Manager

PROVEN SERVICE MANAGEMENT PLATFORM - Improve your service support and delivery maturity with a robust automation engine that includes out-of-the-box processes for the entire service management lifecycle.

EMPLOYEE-CENTRIC USER EXPERIENCES - Increase self-service adoption and staff productivity with adaptable and smart user experiences.

LOW TCO - Reduce service management costs with the combination of cost-effective licensing, codeless configuration tools, and low system administrator overhead.

TRUSTED CLOUD - Ensure security, availability, and transparency with SSAE-18 audited operational processes, big data analytics, and global data centers.

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

AN ADAPTABLE, POWERFUL & SMART DIGITAL EXPERIENCE

When user experience is done right, it leads to greater productivity for your teams, higher rates of adoption for end-users, and greater visibility for executives.

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 contextualized user experience in the service management industry, one that is adaptable, powerful and smart.

Our user interface architecture and its integration with our self-help and micro apps technologies deliver a platform for innovation that enables you to augment every users' experience with powerful context-aware automation, AI-driven recommendations, intelligent knowledge management, and persona-based dashboards and apps…all designed to keep you and your users in control.

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FULLY INTEGRATED PLATFORM FOR SERVICE MANAGEMENT

With full coverage of service management best practices and PinkVerified across 11 processes, Service Manager enables organizations to mature their service delivery and support practices, regardless of their current maturity level. Starting with core support and customer service processes, organizations can mature over time by employing service management 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.

TRACK YOUR ASSETS EFFICIENTLY WITH ASSET & CONFIGURATION MANAGEMENT

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 repository 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 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

VALUE YOUR SERVICES WITH FINANCIAL MANAGEMENT

Service Manager empowers any department with comprehensive financial management, governance, and business intelligence to understand and communicate the business value of delivering customer-driven services. Make sound decisions when it comes to cost, quality and value of your 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.

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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 issues and support the company globally.

DRAG-AND-DROP WORKFLOWS

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

SMART ACTIONS

Guide users through routine, multi-step actions using defined execution commands, wizards, smart automations, filters, and searches using the EV Intelligence Engine, which can be accessed from the universal search bar.

SELF-HELP INTEGRATION

Improve your staff productivity while ensuring consistent results by providing guided support procedures enabling them to resolve both recurring issues and more advanced problems.

SERVICE APPS TECHNOLOGY

Codelessly build purposeful, intuitive and responsive applications, portals, and dashboards quickly using our pre-built templates or start from scratch.

ENTERPRISE-READY

Support your company globally with out-of-the-box multi-lingual capabilities, and leverage domains to segregate data and security at the organizational level, ensuring appropriate controls of data and functions.

FLEXIBLE INTEGRATIONS

EasyVista provides a variety of different channels for integration (REST, SOAP, File import, Email, ADO, MS Flow, Zapier) to ensure that no matter the product, the EasyVista platform will extend its value.

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AVAILABLE
SAAS OR ON-PREMISES

Extensive experience in providing SaaS-based and on-premises delivery models empowers EasyVista customers to confidently select a service management platform that augments digital experiences on their terms. Few other vendors have the depth of SaaS experience or the breadth of SaaS resources dedicated to availability, security, and performance as EasyVista.

Some unique SaaS 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 service management 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 service management vendors to require data centers and internal policies to undergo extensive SSAE-18 SOC 2 Type II annual audits.