



Drive Outcomes Across Your Business with Service Automation

SysAid's ITSM and Service Desk solutions
empower your organization
to deliver services quickly and smartly
– everywhere your business needs it

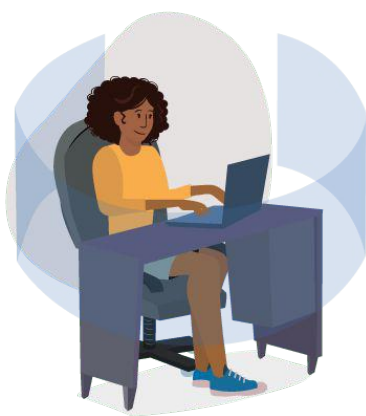


“
We now have insight into all activities from a single application.”

James Oren Roelofsen

Manager IT Support & Projects

 **General Cable**



360-degree service management

Eliminate the complexity of managing incidents and requests, and resolve issues quickly with our single version of the truth

- Everything is cross-referenced within SysAid; e.g. every ticket, asset, patch, and related item
- Information is available at your fingertips, including all asset details, helping you to identify the root cause of each incident
- Close the loop faster by keeping everything in one place – the ticket – which helps to provide a highly efficient, intuitive, and seamless experience that reduces MTTR
- Flexibility to choose from either built-in remote control or third-party integrations, including TeamViewer
- One-click access to Windows event logs

More automation, less repetition

Less manual, repetitive, low-value work and faster authorization and provisioning processes.

- Ticket journey management (escalation and routing) to ensure timely resolution in line with your organization's SLAs.
- Service desk automation (prioritization, dynamic timers, and end-user notifications).
- Service orchestration – automating hundreds of processes across multiple departments, at the push of a button.
- Knowledge management auto-suggestions.



The automation features brought value to us in **reducing the length of time** to process things; making it more efficient for end users to log requests.



Allan Osborn

IT Support Supervisor

Having asset management integrated within the service desk is really useful for our analysts. It helps speed up the resolution. It's all in the system, it's all automatically updated, and it's constantly fresh.

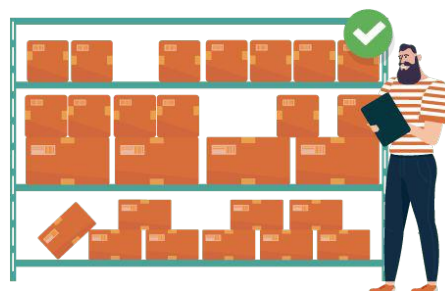
Stuart Millard

IS Service Delivery Manager

Digital inventory made easy

Simplify the process for tracking and auditing all equipment in your organization.

- Asset Management that's always up-to-date – with remote discovery, unlimited CMDB, and endpoint agent for real-time inventory
- CMDB tracks and visualizes the relationships between CIs
- SysAid Hotkey attaches the impacted assets affecting end users
- Barcode scanner from your mobile device allows you to scan asset barcodes to quickly audit your IT and non-IT asset estates



Simple, one-touch customer experience

Deliver effortless, omni-channel customer experience.

- Strip away the complexity of self-service adoption with SysAid's unique Hotkey that enables users to create one-touch tickets
- Auto-suggest search, auto-suggest knowledge base, easily configurable, brandable self-service portal, and service catalog



“What’s particularly good about SysAid is that we can set up the self-service portal to be **as user-friendly and as easy** as our customers need it to be.”



Paul Bierman
IT Manager

“
 With SysAid, we can easily customize our own processes, rather than bend to theirs. We were able to segregate SysAid for the finance department in terms of all of our invoicing.
 ”

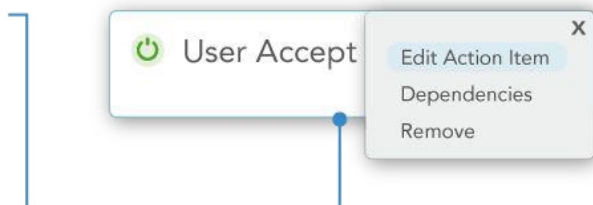
Jay Patel
 Global Solution Manager



Work your way

Don't change the way you work, make the product work for you!

- Personalized list views, based on your preferences
- Codeless configuration, so you can configure to your specific needs, by different departments, divisions, countries (enterprise service management)
- Powerful workflow engine to digitize any business process
- Visual Workflow Designer that simplifies the process of building and editing workflows, enabling you to be more in control



Less scrolling, less hassle

Minimal clicks so you can resolve tickets faster

- Displays the very latest information at the top
- Provides all the tools and data in one window
- Quick action can be taken from within the lists
- Drag -and-drop attachments
- New lightbox for easy viewing of ticket activities



“
 The visual layout of the information is easier for my team to take in, which will automatically help them **resolve things faster**.
 ”

Jessica Massaroco
 Senior Business Analyst



“The automated reports have made all data accessible at the click of a button. My whole team finds it a far more effective system for tracking our activities.”

More visibility, better decisions

Make better business decisions – through greater visibility into performance, improvement, and outcomes

- Out-of-the-box reporting, including scheduled reports, configurable team and personal dashboards
- IT Benchmark – compare your performance against other service desks around the world
- BI & Analytics (powered by Qlik®) – uncover hidden insights, demonstrating your positive impact on the business
- Personalized insights panel in every ticket with agent and departmental KPIs

Andrina O’Neill,
Service Desk Supervisor

St Patrick’s
Mental Health Services



Grow, scale, measure, repeat

Deliver more value to the organization and continuously improve.

- Built-in asset management and advanced automation makes scaling up a breeze
- Full range of ITIL capabilities – all within a single platform
- Out-of-the-box templates to get you started
- Easily convert incidents to requests and vice versa



I find the tool very intuitive, simple to use, and it serves a really **vital function** for us as we scale.

Cheryl Sobkow
Director of IT Support Services



*Compared to other implementations that I've done before, SysAid was probably the **smoothest**...no issues, no problems.*



Roi Sitbon

Senior Administrator



Immediate impact, sustained gains

Built for delivering quick impact and sustained business gains across more areas of your organization.

- Get up and running quickly with our lightweight implementation
- Guaranteed implementation included with each deal (usually one to four weeks)
- Digitize your workflows, so you can focus more on value-creating projects and innovations that enhance end-user experience
- Out-of-the-box templates for forms, requests, ITIL change processes, and more



More bang for your buck

With extensive templates, streamlined workflows, and a unified platform, you get the highest value and a low TCO

- Extremely attractive pricing with compelling ROI
- Full range of ITIL capabilities – all within a single platform
- Configure to your specific needs, without the need for in-house programmers



*“The Cloud edition is simply **tremendous value** for any environment. I am so happy we have this at Fluortek.”*



Don Dreibelbies
MIS Manager





SysAid provides IT and enterprise service management solutions that transform IT agent productivity, drastically enhance the end-user experience, and drive value across the organization. SysAid partners with over 5,000 customers, from small businesses to Fortune 500 enterprises across 140 countries.

Available as a cloud-based and on-premises solution, SysAid combines all the essential IT tools in one platform. For more information, please visit www.sysaid.com.

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For more information, visit SysAid.com