

ITSM

Software as a Service

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- ITSM Software Market Trends
- Software as a Service
- VanillaDesk

itSMF Workshop
Oct 14th 2010

Jump to

Ticket:

Kb:

Inbox

ID	P	Deadline
INC-00003	1	05.10.2010 00:12
PR-00006	1	06.10.2010 23:59
INC-00012	1	05.10.2010 00:12
RQ-00007	1	06.10.2010 23:59
INC-00033	1	05.10.2010 00:12

Recent Record

ID	Type
INC-00003	Incident
PR-00006	Problem
INC-00012	Incident
RQ-00007	Request
INC-00033	Incident

Watch List

ID	Group
INC-00003	Personal
PR-00006	Personal
INC-00012	Personal
RQ-00007	Personal
INC-00033	Personal

Dashboard

Last Update: 9:20:43 [Refresh](#)

Charts

My Tickets By Deadline

My Groups Tickets By Deadline

Legend: Request (Green), Problem (Red), Incident (Blue)

Tickets

My Tickets By Deadline: Incident/D

Id	Prio	Deadline	Group	Subject	Status
INC-00003	1	2010-09-15 00:12	[RG-1] SD Operators	AT_BSS_GD_MAT It's possible to fill out expired targets.	In progress
INC-00004	1	2010-09-15 00:12	[RG-1] SD Operators	AT_BSS_GD_MAT It's possible to fill out expired targets.	In progress
INC-00005	1	2010-09-15 00:12	[RG-1] SD Operators	Ham Ticket Report 081022 Customers missing in Customer Report	In progress
INC-00006	1	2010-09-15 00:12	[RG-1] SD Operators	AT_BSS_GD_MAT GenInfo Types in BE with flag read only can be changed on ...	In progress
INC-00007	2	2010-09-15 00:12	[RG-2] Developers	Ham Console issue 081022 Value missing in Bad Goods Order	In progress

ITSM Software Market Trends

ITSM Software Market Trends

- Mature and highly competitive Service Desk market
- Achieved double-digit growth year over year for the past three years
- Gartner anticipates strong growth during the next three years
- Vendors are being selected because of their licensing models, ease of implementation and breadth of IT Service Management tool
- By 2012, 10% of the IT Service Desk market will be made up of SaaS solutions

Software as a Service



Software as a Service

- Software that is deployed over the internet and/or is deployed to run behind a firewall on a local area network or personal computer
- With SaaS, a provider licenses an application to customers either as a service on demand, through a subscription, in a "pay-as-you-go" model, or (increasingly) at no charge

(www.wikipedia.org)

SaaS Service Desk

- Provides Small and Medium Enterprises with capabilities of advanced Service Desk suits, on a monthly subscription basis
- Small and Medium Enterprises are able implement these solutions without the high up-front costs
- Emerging technologies allows SaaS solutions to have all the integration capabilities of traditionally implemented Service Desk tools with significantly reduced operating costs

VanillaDesk



VanillaDesk

- An easy-to-use Service Desk solution for effective IT Service Management provided as a service (SaaS)
- Created by the team with extensive experience in the IT Service Management and software development
- The best choice for many small and medium enterprises across all industry sectors

Software as a Service

- Reduce costs
 - No infrastructure costs
 - No additional support
- Reduce time to value
 - Easy & fast implementation
 - Always at the actual version
 - Regular, trouble-free upgrade
- Limited risk
 - Pay-as-you-go service
 - Monthly subscription model

ITIL® Best Practices

- Provides transparent ITIL® Best Practices templates and workflows
- Aligns your process management with ITIL® Best Practices
- Supports core ITIL® processes

ITIL® Processes

- Incident Management
- Request Fulfilment
- Problem Management
- Change Management
- Service Level Management (SLAs)
- Asset and Configuration Management (CMDB)
- Knowledge Management
- Measurement and Reporting

Security

- VanillaDesk utilises world-class data centers and services provided by the Amazon Web Services Cloud
- All servers are load-balanced and spread across multiple geographical locations, all customer data is replicated in real-time to minimum three different locations
- VanillaDesk uses industrial strength encryption and the latest security protocols
- All infrastructure configuration management is fully automated, so our support engineers have no access to production servers and databases besides tools especially designed for such access

Fair Price

- The price depends on the size of your support team
- No hidden add-ons, all features are included
- Pay-as-you-go model
- Monthly subscription
- From 0 €/user/month

Free Edition

- VanillaDesk offers an unlimited Free Edition for a limited number of users
- Simply upgrade to the Professional or Enterprise Edition, transferring all your legacy data
- www.vanilladesk.com

