

VIVANTIO Pro vs ITSM: Which Edition is Right for You?

Vivantio combines best-of-breed service management features with the power of choice. We offer two editions of our software: Pro and ITSM. Both editions align with core ITIL processes and offer the ability to browse a comprehensive list of features and deploy only the ones that make sense for your organization's service needs. Below you'll find a comparison of both versions to learn which one might work best for you.

VIVANTIO PRO

Have a small- or medium-sized service desk operation and looking to save time and money by streamlining your business processes? With automation, reporting, customization, and self-service portals included, **Vivantio Pro** may be all you need.

Here's what you can achieve with Vivantio Pro:

- Build your own personalized solution with multiple configurable ticket areas
- Promote and transfer tickets between other ticketing areas using a detailed work hierarchy
- Gain full control over user types and what they can do within the application using roles and process permissions
- Capture and report on relevant data across multiple system areas with custom forms and fields
- Create tasks on the fly and build complex rules across multiple ticket types to automate processes and routing
- Zero in on what's most important to you, such as severity, time of day and who logged the ticket
- Control the look, feel and functionality of your self-service portal with our easy-to-use widget builder
- Track the performance of each department in your customer service operation using multiple stage SLAs
- Modify the style and theme of knowledge base articles to create a seamless, consistent, useful experience for your users

VIVANTIO ITSM

Searching for a powerful tool for a larger, multi-site organization? No matter the unique directives of separate departments within your organization, **Vivantio ITSM** is built to scale and meet complex business needs.

Here's what you can achieve with Vivantio ITSM:

- Collect valuable ticket lifecycle data about why, when and how it was closed with conditional custom forms and fields.
- Leverage event-driven automation to ensure consistent service levels and procedural compliance.
- Automate your internal processes with configurable advanced ticket routing, escalation and event-based triggers.
- Lock down data access for multiple service teams or external third parties using roles and data permissions.
- Achieve best customer service practices with unlimited ticketing, enabling service teams across multiple business units to harness the power of a single, consolidated service platform.
- Present users with specific questions or scripts based on ticket categories.
- Collect and report on valuable information using survey automation.
- Create multiple self-service configurations dependent upon who is logging in.
- Modify the style and theme of knowledge base articles to create a seamless, consistent, useful experience for your users.

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CORE FEATURES	PRO	ITSM
Client Management	✓	✓
Asset Management	✓	✓
Ticket Types	4	Unlimited
Service Level Milestones	3	User Defined
Service Level Management	PRO	ITSM
<i>Response SLAs</i>	✓	✓
<i>Close SLAs</i>	✓	✓
<i>Specific Date SLAs</i>	✓	✓
<i>Custom SLAs</i>	✓	✓
<i>Rolling / Recurring SLAs</i>	✓	✓
<i>OLAs</i>		✓
Customer-Specific Priorities	✓	✓
Knowledge Base	✓	✓
Knowledge Base Themes		✓
Custom Fields	PRO	ITSM
<i>Unlimited Custom Fields (all System Areas)</i>	✓	✓
<i>Category-Specific Custom Fields</i>		✓
<i>Process-Specific Custom Fields</i>		✓
<i>Linked Custom Fields</i>		✓
<i>Summary Custom Fields</i>		✓
<i>Conditional Field Visibility</i>		✓
<i>Multiline Custom Forms</i>		✓
Task Management	✓	✓
Workflow	PRO	ITSM
<i>Graphical Workflow Designer</i>	✓	✓
<i>AdHoc Workflows</i>	✓	✓
<i>Reusable Workflow Templates</i>	✓	✓
<i>Quick Approvals via Self Service Portal</i>		✓
Customizable Ticket Hierarchy	✓	✓
Task Management	Single	Multiple
Mobile Edition	✓	✓
Out of Office Notifications	✓	✓
Surveys		✓
SELF SERVICE	PRO	ITSM
Customer Portal	2	Unlimited
Portal Widget Builder	✓	✓
Custom Themes And Designs	✓	✓
Email to Ticket	POP, IMAP, EWS	POP, IMAP, EWS
Roles And Permissions		✓
Reports		✓
Custom Localization		✓
End User Task Assignment		✓
BUSINESS RULES	PRO	ITSM
Scheduled Reports	✓	✓
Ticket Escalation	✓	✓
Ticket Routing	✓	✓

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Scheduled Events	✓	✓
Ticket Triggers		✓
Round Robin Ticket Distribution		✓
Weighted Ticket Distribution		✓
Dynamic / Expression Ticket Assignment		✓
INTEGRATION & REPORTING	PRO	ITSM
Data Import Tools	✓	✓
Report Builder	✓	✓
Custom Charts	✓	✓
Custom Dashboards	✓	✓
Full API	✓	✓
Data Export Scheduler	✓	✓
Azure Active Directory	✓	✓
Azure DevOps (VSTS)		✓
Out Of Box Integrations		✓
Web Hooks		✓
Web Methods		✓
Salesforce		✓
Jira		✓
SCIM Provisioning		✓
LICENSING & SECURITY	PRO	ITSM
Named Licensing	✓	✓
Single Sign-On	PRO	ITSM
<i>On-Premise Active Directory</i>	✓	✓
<i>Azure Active Directory</i>	✓	✓
<i>SAML</i>		✓
<i>Okta</i>		✓
Roles	✓	✓
Process Permissions	✓	✓
Concurrent Licensing	✓	✓
License Pools	✓	✓
GDPR Compliant Data Removal	✓	✓
Data Permissions		✓
Two Factor Auth (TOTP)		✓
IP Address Whitelisting		✓
FLEX UI	PRO	ITSM
Kanban View	✓	✓
Global Search	✓	✓
Insights		✓
Load Balancer		✓
Notifications		✓
Impact Maps		✓

Still Have Questions?

Visit www.vivantio.com/contact to connect with our solutions team. They can help you determine which edition may be right for you or set up a custom demo if you're ready to take a closer look at the platform.