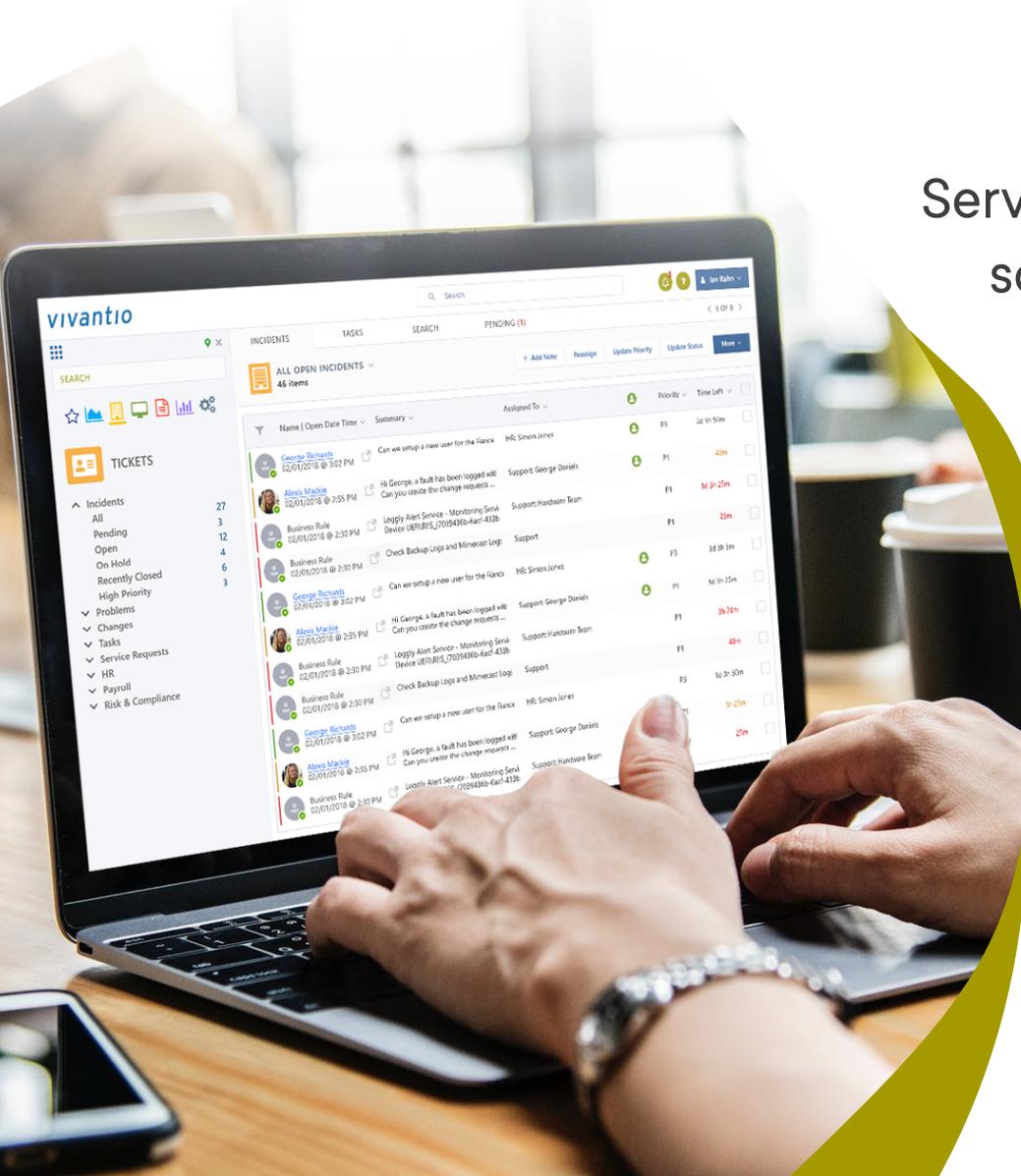


flexible

Service Management Software

Service management software that meets the demands of any service team across your entire organisation.



Service Management

your way

Today, most organisations make use of technology to help increase efficiency, reduce costs and improve customer services. But too often, this is done disparately, fractured into separate systems for each department or group in the company.

The flexibility and configurability of Vivantio enables organisations to centralise service management and customer service processes across multiple departments into a single scalable solution.

By centralising service management operations, you can reduce license costs, improve inter-departmental efficiencies, share knowledge and centralise management reporting, allowing business owners and departmental heads to key in on the true cost of service delivery and measure of service excellence.

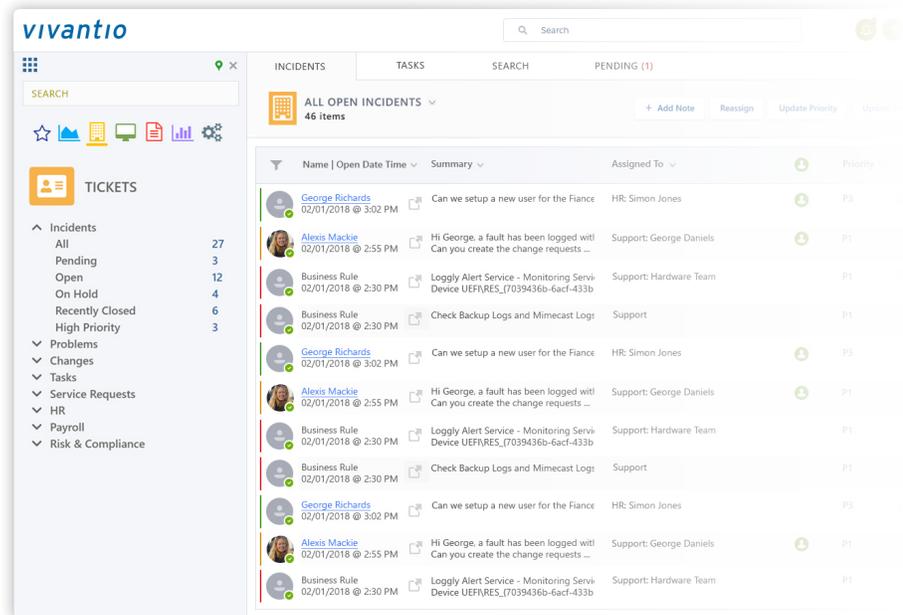
Flexible Service Management

For over a decade, Vivantio has been helping organisations of all size deliver service efficiencies and improve customer services.

The core of our solution starts with FLEX, Vivantio's innovative approach to service management. FLEX combines over a decade of service delivery experience with the latest technologies to deliver the very best in service management technology.

This fusion provides a slick, easy-to-use, intuitive interface and experience, plus highly configurable layouts and processes that work for the end user.

Whether you are a small organisation or large enterprise, customer service plays a significant part in your success. And no matter if you are in IT, Customer Service, HR, Facilities or any other internal service delivery department, or you deliver managed services or other support to external customers, Vivantio works seamlessly and holistically across your entire organisation.



Pioneers In SAAS Service Management

Vivantio was the first service management company to develop a cloud-based application. Present-day, 93% of our customers choose our cloud-based solution because:



Vivantio is an experienced cloud vendor – we've been in the SaaS software space for 15+ years



Vivantio can be accessed anywhere and, thanks to our mobile-optimisation, on any device



Vivantio's cloud-based service management solution is continuously deployed, meaning your instance is always up to date with no interruption to service



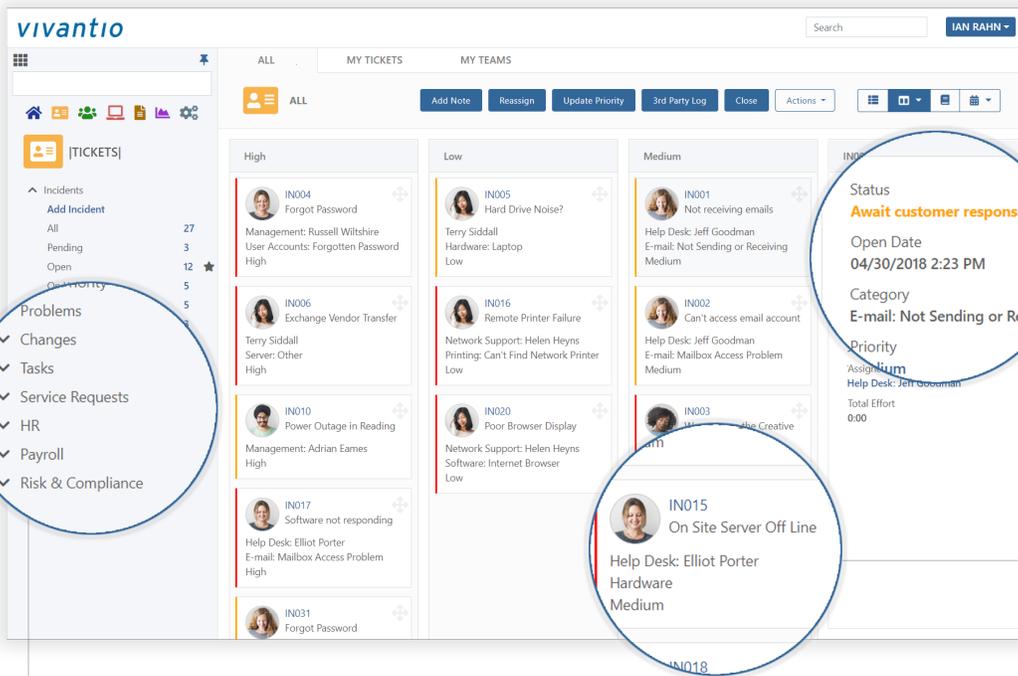
Vivantio offers unparalleled uptime and product reliability thanks to our partnership with Rackspace

But if industry or organisation-specific regulatory requirements necessitate an on-premise deployment, we can deliver that, too, with the same great platform and features.

The True Power of Flex

Vivantio has all the features you need to power an enterprise-level service management operation. But we also understand that requirements are very different across service teams.

As well as adopting and supporting ITIL framework principles, our flexible approach empowers organisations to develop their own internal processes, too.



Configurable Views

Service teams often work differently, so why be rigid in delivering the information they need? Using FLEX, configure different views for different teams or users based on what is important to them. Design list views and detail view screens for different request types.

List Views

Choose from list, detail, Kanban and calendar views. Update records from list views without having to navigate to the details. Change ownership or priority from Kanban views with drag-and-drop functionality.

Business Units

Extend service management beyond IT and into Facilities, Customer Services, HR, Finance and any other service team within your organisation. Business Units functionality allows you to define data and process permissions within each team, consolidate key service processes and give management a holistic view of all operations.

External Customer Support

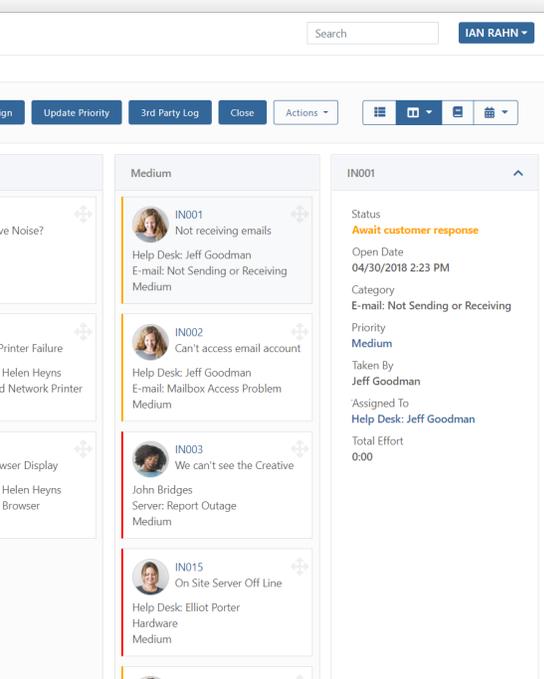
Vivantio's power and flexibility can likewise be leveraged for managed service providers and other organisations who provide service to external customers, with a special emphasis on strategic data segregation and an unlimited set of configurable, branded service portals.

Bringing It Home

Vivantio configurable home screen brings information from all different areas into a single view. Charts, dashboards, lists, processes... all in one place. Keep on top of your work and be kept notified on changes.

Enhanced Communication

View the communication with your customers, colleagues and system events jointly or separately through configurable self-service instances and via customer or technician-to-technician chat.



Why Vivantio? Let's Count The Ways.

Improve Responsiveness

Use of Vivantio's smart automation rules keep managers in the know and ensures issues are dealt with by the contributor best suited to close them out successfully.

-  Email Automation
-  Trigger Rules
-  Escalation Rules
-  Lifecycle Workflows

Reduce IT Costs

Vivantio's flexible licensing model allows you to simultaneously maximize your investment and keep all of your service teams connected.

-  Named Licenses
-  Concurrent License
-  Mixed Licenses
-  License Pools
-  License Consolidation
-  Volume License Discounting

Improve Efficiency

Thoughtful self-service strategy, streamlined ticket routing through automation and roles and permissions across separate service teams empowers your org to get the job done quicker, easier and more effectively.

-  Self Service
-  Self Service Workflow
-  Custom Forms
-  Custom Fields
-  Lifecycle Workflows
-  Automation
-  Email Notifications
-  Consolidated Views
-  Flexible Layout
-  Flexible Processes

Maximise Productivity

Master your best service strategy and encourage productivity by routing tickets, strategically assigning tasks, staying in touch with other technicians and end-users via chat and customising any view within the platform.

-  Ticket Rounding
-  Round Robin
-  Multiple Task Assignment
-  Workflow
-  Kanban Views
-  Calendar Views
-  Inline Updates
-  Dashboards
-  Chat
-  Home Areas
-  Charts
-  Report Builder

Monitor and Improve Service

Record, measure and report on any data within your entire service team structure in order to make informed organisational decisions and improve service levels.

-  Home Areas
-  Dashboards
-  Charts
-  Report Builder
-  Surveys

Unify Your Service Organisation (It's not just for IT!)

Record, measure and report on any data within your entire service team structure in order to make informed organisational decisions and improve service levels.

-  Business Units
-  Roles
-  Permissions
-  Consolidated Views
-  Flexible Layout
-  Flexible Process

Customer Success Story



DriveTime is North America's largest auto dealer for people with credit issues. They have 120 retail locations, a bustling call centre and 25 inspection centres where they recondition vehicles and prep them for sale.

Hampered by a restrictive, outdated IT Incident Management product, DriveTime's IT team needed a new software solution that could grow with the company, manage increasing incident workload and extend to support the unique business needs of other internal departments.

DriveTime initially made the move to Vivantio to keep up with a rapidly increasing influx of IT support requests.

Over five years of aggressive organisational growth, DriveTime grew from 2,100 to 4,000 employees and the number of tickets coming across the company's help desk swelled from 50 to 75 a day to over 250. By utilizing ticket routing, automatic escalation and workflow through Vivantio's built-in business rules engine, DriveTime automated many manual tasks and its IT department took on the increased workload without adding any additional staff members.

The increased efficiency was noted by other department leaders at the company. What started as an IT incident tool has now expanded to about 40 different groups across DriveTime, including Benefits, Payroll, Real Estate, Title Support and other internal departments.



“ It integrated easily into what we did and was a centralized location where we could do everything.”

Michael Hofer,
associate systems engineer
for DriveTime.



We are proud to work with these other great companies



About Vivantio

At Vivantio, we build service management software that empowers organisations provide the very best service possible.

Customers have made use of our innovative SaaS software across the globe since 2003, including public sector organisations, large businesses and independent service companies. In that time, we've come to learn that great service reaches well beyond your organisation's help desk: it permeates every department of entire

organizations and can mean the difference between reaching and exceeding goals and coming up short.

With the Vivantio Platform, we provide a service management solution that is competitively priced, flexible and scalable, so you can improve service while reducing costs and know that your unique service vision will be supported into the future.



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