



Software for ITSM beyond IT

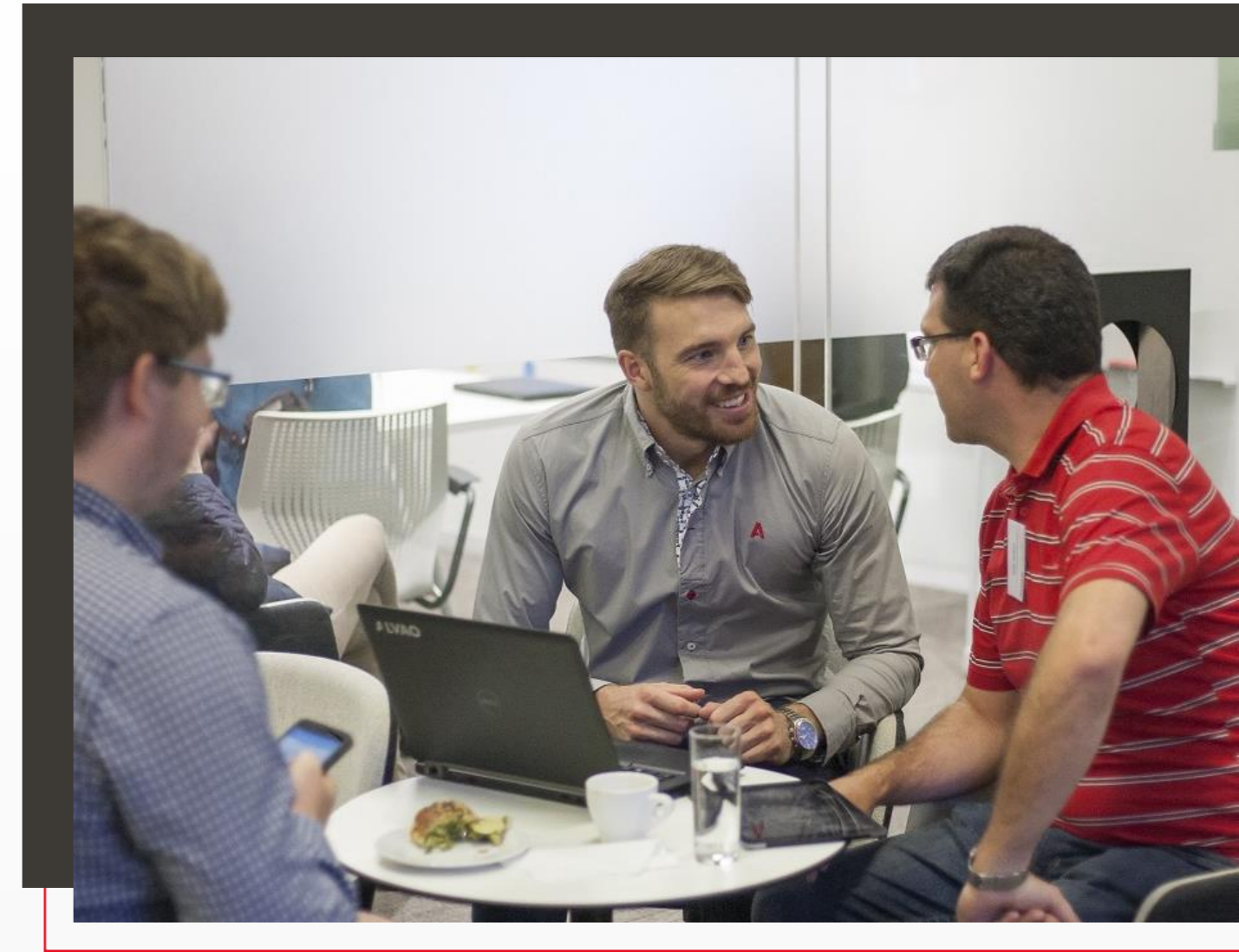
ALVAO Service Desk delivers high-quality in-house services

9/15/2020



Transform your IT team into a true business partner

Employ powerful tools to manage your IT department with ALVAO Service Desk. Implement IT management processes, fine-tune workflows, communicate with requesters, and get a complete overview of your company's assets.



CHALLENGES

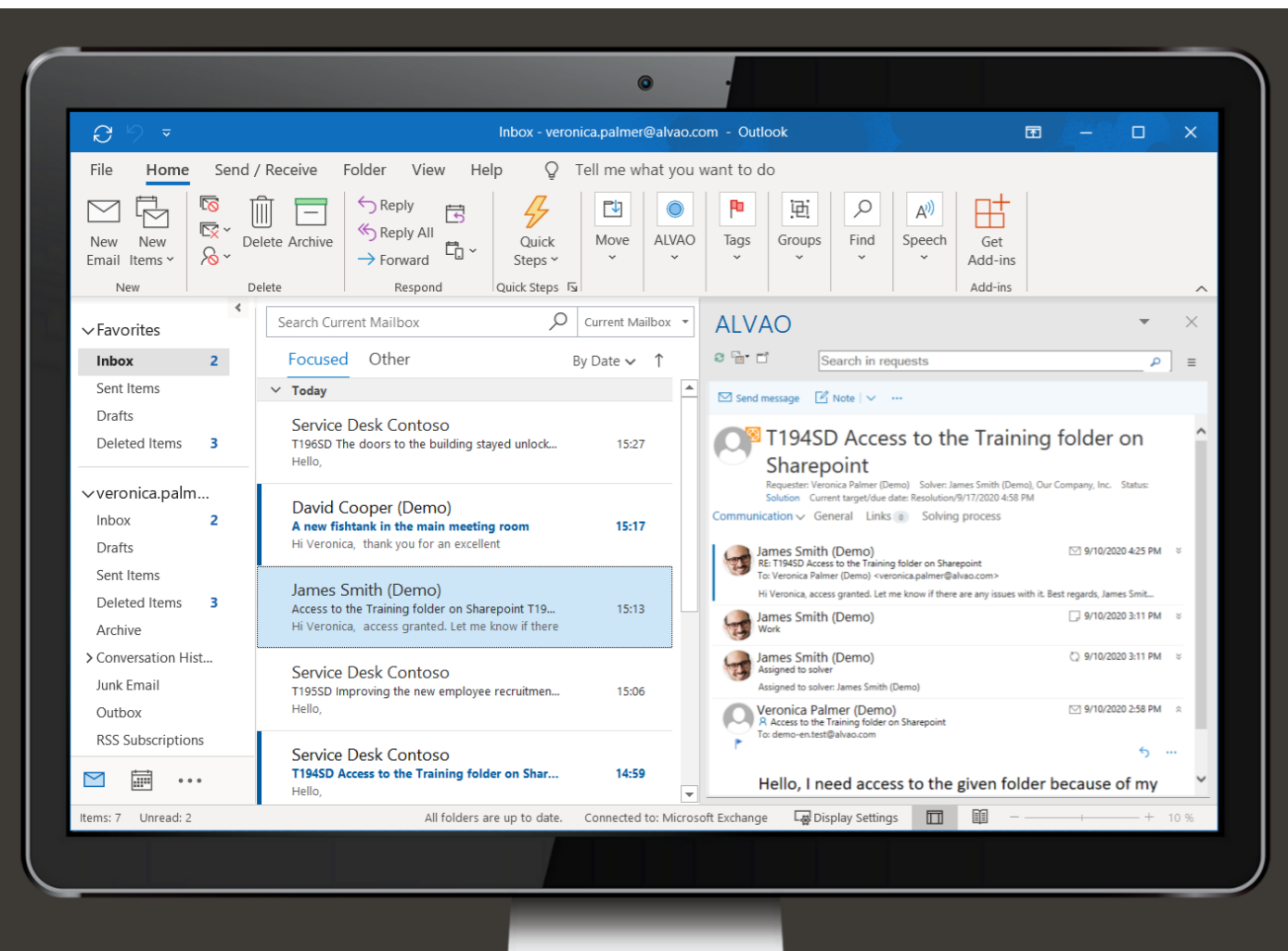
Employees don't know whom to contact with their requests and issues, and they lose confidence in the internal supplier. Without clear priorities, agents work inefficiently.

IDEAL SOLUTION

An always-available, single point of contact that aligns service quality with agreed-upon rules. System-enabled step-by-step guidance. And concise reporting to measure performance.

DESIRED OUTCOMES

Employees know where to find help and don't waste time searching for the right contact person. They also work efficiently and managers can showcase their departments' value.



ALVAO Service Desk

Deliver a friendly face for requesters and a powerful tool for in-house services teams. Set up a single point of contact to speed request resolution and reduce investigative team workloads.

1

Obtain game-changing insights

We deliver a solution that combines experience with best practices (ITIL®, ISO 20000).

2

Our system grows with our customers

Intuitive apps that scale to meet customers' needs and facilitate recruitment processes.

3

Complete Microsoft Cloud integration

We help our customers get the most from their investment in the Microsoft platform.

ALVAO Service Desk & Microsoft

ALVAO is fully integrated with Microsoft technologies. During development, we don't duplicate existing components—we integrate them with our Service Desk solution. Because of this, ALVAO can provide companies with increased return on investment and lower operating costs.

Microsoft 365

Work with Microsoft 365 tools directly in Outlook, thanks to full Microsoft platform integration.

Microsoft Azure

Enjoy the peace of mind of a secure cloud environment backed by 3,500 cybersecurity experts.

Microsoft DevOps

Improve communication and collaboration via Service Desk integration with BizDevOps and proven agile tools.



Customer success: Smartwings bets on Azure + ALVAO Service Desk

After the Czech airline split from Český Aeroholding, the Smartwings team sought a modern tool for managing IT services that would integrate seamlessly with its new Microsoft Azure cloud environment. Through the airline's research, ALVAO emerged as a clear winner among available solutions.

Speed

The basic criterion for Smartwings was simplicity of deployment and use. ALVAO quickly put its solution into operation.

Ease of use

The tool is user-intuitive, so no time is lost in reading manuals. They can also employ more complex functions based on their needs.

Integration with Azure Active Directory

The system easily integrates with Microsoft Exchange Online and Azure Active Directory to provide a flexible tool for process control.

Channel partner success: ComAp IT is a partner for business

The company's IT department has undergone a cultural transformation, making it a real business partner. ALVAO systems have been a part of that transformation, providing a single point of contact for users and a quality management tool for problem-solvers. ALVAO assists in other service departments as well.

Simple, clear solution

ALVAO Service Desk arms ComAp with an easy-to-use solution that's intuitive even for users who aren't IT professionals.

Actionable insights

The team has an overview of all currently resolved and historical cases, so it can identify systemic problems in a timely manner.

Single point of contact via web portal

The biggest benefit is the single point of contact for users. Requests are processed efficiently, and request history is archived.



Get in touch

Get a free trial: <https://www.alvao.com/en/free-trial>

Call for more information: +420 566 630 078

Ask a question via email: info@alvao.com

Learn more: <https://www.alvao.com>

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