ALVAO | **Microsoft**

IT Service Management Solution for Microsoft 365

Improve employee and customer experiences with a single, powerful ITSM platform that enables your team to manage all of their tasks, from ticketing and service management to asset tracking and supporting security processes.

BENEFITS

✓ **Easy implementation**

ALVAO offers easy and fast implementation that won't break the bank.

✓ **Scalability**

Break down the silos and use ALVAO for all departments and services with no additional cost.

✓ **Trusted business partner**

Customer-focused support with a personal touch always ready to assist with your issues and challenges.

✓ **Designed for Microsoft**

We help you to maximase business value in Microsoft 365.

✓ **Boost agent productivity**

Prioritize tasks to reduce the workload of a team.

✓ **Improved satisfaction**

See the customer and employee satisfaction scores improve immediately.

For more information please visit
www.alvao.com

Challenge

The use of siloed IT tools and processes results in disparate data, inefficient workflows, and an excessive amount of time and money spent on reactive maintenance. This leaves your team with limited resources and contributes to poor employee experiences. Scattered asset records across multiple spreadsheets are a hassle to manage and can lead to outdated information and missing data, exposing the organization to security risks and compliance issues.

Solution

Break the silos with ALVAO IT Service Management solution that drives employee self-service and allowing them to get help 24/7 through chatbot and knowledge base. Powerful workflow automation and ticket prioritisation allows your team to better organise their work and deliver the best possible service. ALVAO agent-based scanning provides you with data on all devices and the configuration items in your IT infrastructure.
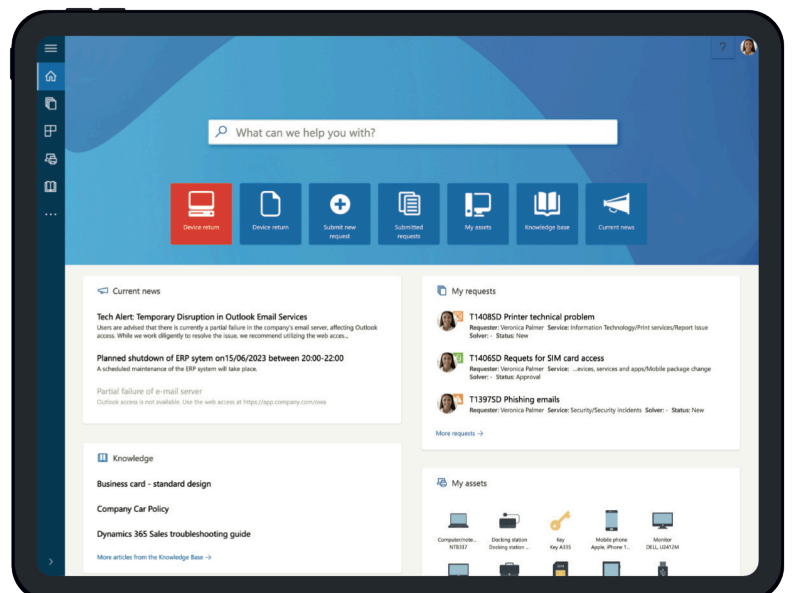
Service Desk

Serves as a single point of contact for all company tasks and requests. Your employees will love the friendly and customizable interface of the self-service portal and service catalog. Streamline ticket management with automated workflows that prioritize and assign tickets to agents for resolution. Free your team from disorganized ticket juggling so they can focus on delivering the high-quality service that's pivot for your business and stakeholders.

IT Asset Management

ALVAO IT Asset Management capabilities ensure that an organization has comprehensive and accurate visibility of its IT assets. Agent-based scanning detects all hardware and software in your network, while you can effectively manage these assets throughout their lifecycle in ALVAO. This will ensure that you get maximum value from your technology investment while keeping your tech stack compliant and secure.

You are in a good company

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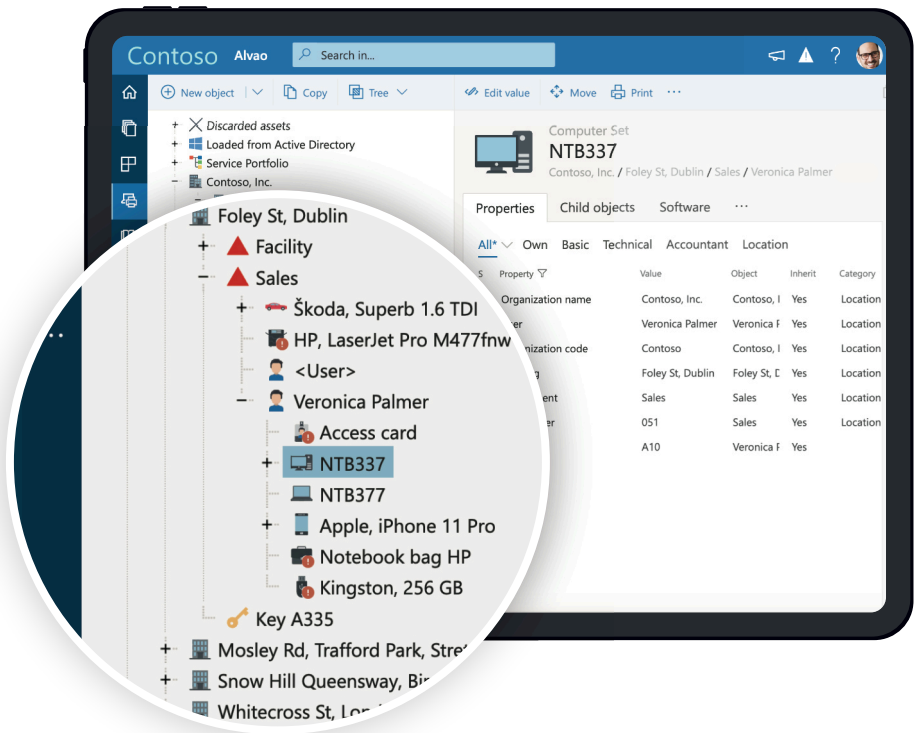
Service Catalog and self-service portal

Drives self-service and facilitates access to services for maximum user satisfaction.

CMDB

Visualise data from your IT infrastructure and accelerate incident resolution and change planning.

Analysis and reporting

Easy visual process to identify bottleneck and streamline daily work.

AI Assistant

Generative AI automates tasks and boosts productivity with summarization, simplification, prediction, and generation.

Service level management

Simplifying task prioritization with the right SLA settings will ensure that requests are resolved quickly.

Regulatory compliance

The full visibility over your assets will allow you to better control potential compliance issues.

Knowledge Base

Enable easy access and sharing of information such as self-help, troubleshooting, and task resolution.

ITIL-Aligned processes

The solution is aligned with ITIL process and the best practices to achieve the best business outcomes.

Support HR processes

Automate joiners, movers, and leavers process across all involved departments including IT, Finance, Facilities, etc.

Asset lifecycle management

Gain complete visibility throughout the asset life cycle and optimise their usage to reduce costs and extend their lifespan.

Mobile app

Speed up approval and incident resolution with one click, anytime, anywhere with your smart phone.

Codeless Workflow

Build complex and simple workflows without the need for programming with no-code editor.

Integrate your favorite business app

DevOps

Achieve effortless problem-solving and collaboration by bridging the gap between development and IT.

Teams

Enjoy the full ALVAO experience within Teams without the need to switch between apps.

OpenAI capabilities

Use AI capabilities for autonomous and supportive functions such as AI-driven ticket resolution, generated suggestions and scripting, analytics, and more.

Power Automate

Leave the drudgery of repetitive tasks to Power Automate and focus on what matters most: delivering exceptional customer service.

Intune

Integrating with Intune enhances your ITAM processes and endpoint management by providing better visibility.

Power BI

Look at bottlenecks where your issues are piling up through seamless Power BI integration. Connect your ITSM with powerful reports that give you control.

Outlook **SAP** **Jira** **Zabbix** **TeamViewer**

... and many more with REST API.

Choose the best plan for your business

ALVAO IT Service Management is available a as SaaS (Microsoft Azure, data residency available in the US, UK and EU) or on-premises.

START

- ✓ Service Desk
- ✓ Service Catalog
- ✓ Change Management
- ✓ Recurring Changes
- ✓ Problem Management
- ✓ Request Management
- ✓ Knowledge Base
- ✓ Self Service Portal
- ✓ Mobile Access
- ✓ Reports & Analytics
- ✓ Service Level Management
- ✓ Process Workflow
- ✓ Custom Fields
- ✓ Single Sign-on
- ✓ Automate Ticket Routing
- ✓ Ticket Prioritization
- ✓ Ticket Notifications
- ✓ Active Directory Integration
- ✓ Multi-Channel Access
- ✓ Asset Management
- ✓ Universal Asset Inventory

STANDARD

- ✓ Everything in START
- ＋ Software License Management
- ＋ Software & Hardware Discovery
- ＋ Outlook Add-in
- ＋ Teams Add-in
- ＋ Customer Satisfaction Survey
- ＋ Active Directory Integration
- ＋ Advanced Workflows
- ＋ Electronic Handover Forms
- ＋ Inventory Audits
- ＋ Microsoft Intune Connector

ENTERPRISE

- ✓ Everything in PROFESSIONAL
- ＋ AI Assistant
- ＋ Independent Reporting Storage
- ＋ Sandbox (without SLA guarantee)

PROFESSIONAL

- ✓ Everything in STANDARD
- ＋ Azure DevOps Connector
- ＋ Service Desk Enterprise API
- ＋ Service Desk Custom Apps
- ＋ Standard HW/SW Request Forms
- ＋ SW Asset Management Assistant
- ＋ Asset Management Enterprise API
- ＋ Asset Management Custom Apps
- ＋ Configuration Management
- ＋ M365 Optimization Report

ALVAO ITSM combines the powerful capabilities of Service Desk and Asset Management at a better price than buying the products separately. You can choose between per-user licensing (where everyone can be an agent) or an agent-based model. Devices are licensed per detected Windows, Linux, or macOS device, with each device allowing the tracking of 50 extra objects (for example, monitors, servers, dock stations, etc.).