

Efecte ITSM Essentials

The fast, affordable way to start with Service Desk and grow to Service Management

Choosing a new IT Service Management (ITSM) solution in today’s economic climate is tough. IT teams are under pressure to modernize the Service Desk to maximize productivity, but IT budgets are shrinking and must be stretched as far as possible.

Cheap, off-the-shelf SaaS solutions initially look attractive but are a false economy, as they soon reach the limit of their capabilities. On the other hand, enterprise solutions are over-complex, so organizations end up wasting precious budget on functionality they don’t need.

Efecte ITSM Essentials offers the best of both worlds: a flexible platform that meets your Service Management needs today, and expands to cover other IT processes and business areas when you’re ready— all the way to Enterprise Service Management. Four characteristics make it ideal for midsize Europe-based organizations:

1

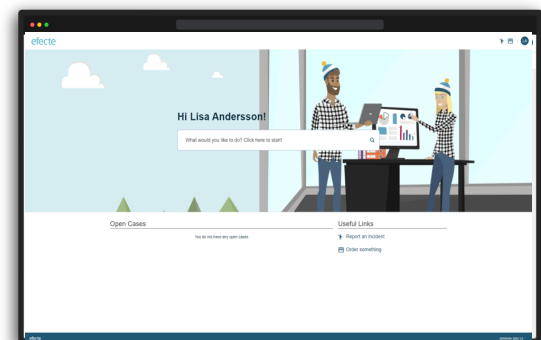
Core capabilities out of the box:

- Industry-proven ITSM processes and capabilities
- Fast deployment
- Low-risk

2

Modern ITSM solution:

- In-built reports and process automation
- Redesigned self-service portal
- AI capabilities for Self-Service and agents



Efecte Self-Service

3

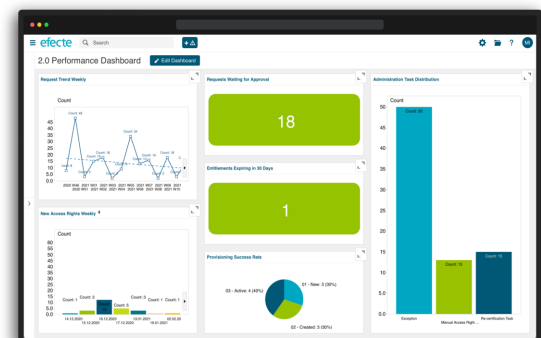
Flexible, scalable platform:

- Easy to expand to non-IT processes
- Transparent and affordable pricing

4

Cloud on your own terms

- No need to compromise between cloud efficiency and data control benefits
- Efecte European cloud, private or public



Graphic & configurable admin interface

Optimize costs and maximize productivity with a quick, easy on-ramp to modern Service Management.

- **Fast set-up time and rapid time to value:** Get ITSM Essentials up and running in few days to rapidly reap the benefits of modern, automated service management.
- **Optimized TCO:** We'll help you calculate and maintain an optimum total cost of ownership for your ITSM Essentials solution.
- **Higher productivity:** Use Efecte Chat for Service Management to accelerate response times, or choose the optional Efecte Effie AI to leverage our latest AI capabilities for Self-Service and agents..

Efecte Chat for Service Management

“Running the chat service from the IT Service Management platform has significantly accelerated our support service response time. Instead of the previous 4 minutes, we now respond in 1-2 minutes”.

Teemu Mikkonen, Service Delivery Manager, InfoCare.



Effie AI - A safe, compliant AI boost for your Service Desk

Effie AI is the AI assistant for IT Service Management that keeps your data safe. It uses secure AI technologies to give your Service Desk agents superpowers and help your end-users to solve issues quickly and at a lower cost of service.

Interested in our modern approach to Service Management?

Find out more or get in touch at www.efecte.com/itsm-essentials