Executive Summary – InvGate Service Desk

<table>
<thead>
<tr>
<th>Overview</th>
<th>Solid Incident Management functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Available as SaaS and On-Premise</td>
</tr>
<tr>
<td></td>
<td>Integration with 3rd party products supported via web services</td>
</tr>
<tr>
<td></td>
<td>Market leading use of gamification</td>
</tr>
</tbody>
</table>

| Strengths                                          | Comprehensive Incident Management offering |
|                                                   | Can be used for other functions for example HR |
|                                                   | Gamification                                 |
|                                                   | UI / UX                                     |
|                                                   | Graphical workflow designer                 |
|                                                   | Licensing flexibility                        |
|                                                   | Federated search bar                         |
|                                                   | Time lapse gives ticket health               |

| Weaknesses                                        | No out of the box Major Incident Management |
|                                                   | Not Pink Verified                           |

| Primary Market Focus                              | Medium to large customer accounts           |

Independent Review

InvGate is well established in the Latin America and Asia-Pac markets and is an emerging player in EMEA. The Incident Management module provides an effective set of Incident, Request Fulfilment, and Service Catalogue options.

The login screen can be configured for single sign on, linking into Active Directory / Windows authentication and also works with Mac machines. The InvGate ethos is that “Service Desks are like snowflakes, no two are alike” so the tool is completely configurable using point and click, no coding, writing scripts or faffing about with SQL required. The tool is configured for Incidents to be raised:

- During walk ups / calls to the Service Desk
- An e-mail to the Service Desk
- Self-help portal

A positive user experience is massively important to InvGate; as such the tool is designed to look familiar to anyone who has used Facebook, LinkedIn or internet forums. All the major navigation buttons are placed at the top of the screen and a social interaction log (similar to the Facebook alerts function) can be expanded to view recent interactions between the Service Desk and the end user. Visual cues are used to aid the customer journey for example Major Incidents are highlighted at the top of the page in bright red, notifications and prompts are highlighted in amber.

The Knowledge Base part of the tool is really easy to use, featuring a keyword look up and highlighting the top rated answers and most frequently asked questions. Articles can be formatted and videos from YouTube can be easily embedded.

The Service Catalogue drives the raising of Incident records to ensure the correct services and categories are applied consistently and the Service Desk Analyst can use remote control functionality from the ticket to remote desktop and resolve the users' issue. If a user goes down the self-service route - they get a really cool “Kudos” message for successfully logging the Incident. It’s a lovely touch that gives a virtual high five to the user for rocking self-help.

---

**Analyst – Vawns Murphy**

Incident priorities can be set using the traditional ITIL impact and urgency settings, then a prioritization calculation is done by the tool in the background so that the ticket has the appropriate priority when landing in the technician’s queue. Let’s face it, if left to the end user, all tickets would have a critical priority and if you’re a techie looking at your queue and every Incident is business critical - which one do you fix first? Nicely done everyone at InvGate towers.

The approval workflow for Service Requests can be easily configured. Some of the out of the box options include:

- Direct line manager
- Senior Manager
- CAB
- Majority approval

Without question, my favourite part of the tool was the gamification built into the Incident Management module. Techies can get “street cred” points for creating useful knowledge base articles or resolving Incidents within SLA. You can even set up mini quests for your techies such as “create 15 knowledge Base articles in a month” in return for points and badges. Some of the badges I saw were:

- The Chuck Norris badge for being an SLA ninja
- The Superman badge for customer satisfaction ratings
- The Green Arrow badge for creating Knowledge Base articles

Gamification is a great way to drive engagement and to make work fun as well as instilling a healthy sense of competition across support teams. Who wouldn’t want the Chuck Norris badge for office bragging rights?

The admin module lets you add, update or change process flows. Everything is achieved using point and click and the look and feel is very similar to a Visio diagram. Business rules are used to great effect here for example - you can drive Incident assignments via shift patterns so you don’t automatically assign an Incident to someone who will be off shift for the next week.

A Major Incident module can be easily built and customised using the workflow designer and the tool is geared to making your Service Desk as proactive as possible; it alerts when the SLA is within 95% and can be configured to alert end users to capacity issues e.g. auto notifying Bob that his disk space is nearly at capacity so he needs to delete some funny cat videos or reduce his iTunes collection.

The vendor primarily works with medium to large enterprises. This product is a fantastic option for medium and large sized organisations to get up and running quickly not just for ITSM but for other functions such as HR and Facilities. Gamification is used to fantastic effect to make Incident management easy, scalable and fun whilst the user interface makes for an efficient, positive customer journey.

Technical Summary

<table>
<thead>
<tr>
<th>Incident logging, categorization &amp; automation options</th>
<th>Incidents can be raised via the web portal or via e-mail and can be templated via the Service Catalogue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>System access options (web, fat client, mobile, etc.)</td>
<td>Solution is available as SaaS and On-Premise.</td>
</tr>
<tr>
<td>Incident tracking and lifecycle</td>
<td>Mandatory information to be captured in the Incident form is customizable to the customer. The bare minimum is a Service Catalogue category, customer, subject text, and body text. Customer fields of all types can be added (based on Service Catalogue selection) and made mandatory or optional. The dashboard gives a graphical representation of how long the Incident was assigned to each Incident Manager for each part of the Incident lifecycle.</td>
</tr>
</tbody>
</table>
Prioritizing and escalating incidents

Out of the box, Priorities can be displayed as needed based on the audience viewing the Incident and the Service Catalogue category selected. A priority matrix based on impact and urgency can be created by the InvGate customer.

Next-Level escalations are completely flexible and can be automated or manual.

Major incidents

A field to classify the type of Incident can be identified and displayed only to service staff. Then a work stream view for these classifications can be entered. The Major Incident workflow can be configured to email distributions lists or make API calls to Twitter, Facebook, etc.

Applying industry models and frameworks

ITIL & ISO 9001. InvGate will be working with the Service Desk Institute in 2016 on a joint project.

Incident closure

Two stage closure process where the customer can rate their experience using the Amazon star method.

Reporting and analytics

Multiple dashboards with multiple metrics can be created across virtually any aspect of a ticket.

Interaction/workflow with Problem Management

Incidents can be directly linked to Problem records.

Incident Mgt beyond the service desk

Part of the InvGate ethos is “one window pane for the user” so the tool can be used to cover everything from IT to Marketing. InvGate believe whether the user is faced with a broken printer or an overflowing sink on the 3rd floor - they should be able to go to one central point for help.

Strengths

- Excellent Incident Management process
- Excellent customer and user interface for Incident Management
- Strong and intuitive portal and user request functionality
- Outstanding use of gamification. Chuck Norris merit badge anyone?
- Vendor offers clear understanding of Incident Management process & functionality
- Easy to link in to Request Fulfilment and Problem Management
- Simple & effective SLA criteria (traffic light approach)
- Flexible licensing options of both SaaS and On-Premise, with both Annual or One-Time Fee options

Weaknesses

- Low coverage in UK Market
- No out of the box Major Incident Management workflow but is easily buildable.
- Not currently Pink verified

Customers

- Nike
- Toyota
- NEC
- Hitachi
- GE
- Pechanga
- MetLife
- AIG
- Burger King
- Starbucks

---

'The ITSM Review' Enterprise Opinions Limited
Basepoint Business Centre, Rivermead Drive,
Westlea, Swindon SN5 7EX
Tel: +44(0) 845 130 3166
Email: hello@enterpriseopinions.com
www.theitsmreview.com
In their own words

“We develop cutting edge products that keep pace with the latest developments in IT as well as an ever-changing business environment that demands increased delivery with reduced cost. The InvGate Approach: Delivery of exceptional value to our clients through game changing products and an honest business model.

Our philosophy is to challenge the belief that business software is years behind consumer solutions in terms of usability and functionality, takes months to roll out, and requires a separate professional services contract doubling the overall cost of ownership. Every choice we make is focused on giving our clients:
1. The tools they need that incorporate the most user-friendly functionality.
2. The capacity to have unprecedented visibility and insight into IT systems and service.
3. The most efficient product implementation with a minimum amount of time, cost and disruption.

We believe successful IT management relies on putting information in the hands of both IT professionals and end users in the simplest way possible. By doing so, you benefit from increased collaboration, reduced time and money spent in management, and can make informed decisions about how to maximize resources. The InvGate Vision is to be known as a source of innovation and a product leader within the IT management industry. We are constantly investing in R&D to develop new products and innovative features to incorporate in our suite of software, and to give our clients a competitive advantage in the management of IT.”

Further Information

3. Service Desk – Live Demo Env:
Technical Brochures: https://webdemo.cloud.invgate.net

This independent review is part of our Incident Management group test 2016, read the full report at http://www.theitsmreview.com/2016/02/incident-mngt-2016/.

Also participating; Alemba Ltd, Atlassian, Cherwell Software™, HPE, ManageEngine, Marval Software Limited, Matrix42 AG, Nexthink, SUMMIT Software Inc.