

EASYVISTA™

WHAT'S NEW IN THE 2023.2 RELEASE?

April 20th, 2023



2023.2 RELEASE POSITIONING STATEMENT

*“The 2023.2 release is a new milestone that provides a sustainable end-to-end IT Services experience for I&O leaders. It strengthens Service Desk and I&O teams' superpowers to make **ticket deflection and remediation even faster**; makes **IT greener** with an enhanced IT collaboration experience and new multichannel capabilities – an easy solution to sustainability challenges.”*



EV 2023 Technical Product Roadmap

EV Service Manager *Service Apps*

- Kanban Board Drag & Drop
- WYSIWYG Component Improv.
- Quick Ticket Creation Button
- New PowerBI reports
- ServiceApps Performance Improvement
- Service Apps New Templates: Meeting Room
- Oauth 2.0 Support for REST
- WhatsApp Message Integration
- TeamViewer Integration
- Jenkins Integration

EV Self Help *Service Bots*

- Fix
- Upgrade architecture component

EV Observe *Digital Employee Monitoring*

- Fix

EV Reach

- Move 2 Cloud
- APIfication

- Collaboration – Swarming Support-Phase 1
- XLA Management - Phase 2
- Green IT – Phase 1
- WhatsApp Integration – Create tickets
- UI Enhancement
- Workflow export/import enhancement
- REST API enhancement

- Fix
- Upgrade architecture component

- Short-term forecasting
- Capacity planning
- Major stack upgrade
- Advanced user services

- EV Reach Rebranding
- New automatic inventory collection
- Simplified DB deployment Process
- Cloud Service Portal and Status page
- Display Reach Service Security audit and registered devices

Collaboration

AITSM

Green IT

Discovery Integration

Other Strategic Projects

EV Service Manager Integration

Self-Heal

DEM: Synthetic Testing (aka AppsMon)

AIOps: Smart Alerting...

Maintenance overlap

Automatic incident management : EVSM

UX/UI standardization

Consolidation of EV Reach and EV Observe discovery capabilities

2023.1

2023.2

2023.3

2023.4

IT SUPPORT & DELIVERY: EV SERVICE MANAGER

1. **Collaboration - Swarming Support** – The “Together” panel introduces a new discussion component to ease cross-collaboration between subject matter experts and breaks down silos.
2. **XLA Management** – Creates XLA-type contracts to measure the user perception of IT Services quality.
3. **Green IT** – Incorporates sustainability metrics and reports into the platform to enable companies to track their sustainability initiatives.
4. **Multichannel** – WhatsApp integration: Create incidents from a WhatsApp message.
5. **UI Enhancements** – Set up the view mode when creating a new menu entry.
6. **Administration** – Automatic update of REST workflow steps when exporting and importing workflows – adding by default email templates on 6 additional business automation wizard
7. **Security** - Reinforced password security policy.
8. **REST API improvements** – View/create/update groups – view questions from questionnaire.



SWARMING SUPPORT-TOGETHER MODE

EV Service Manager 2023.2

The screenshot displays the EV Service Manager interface. On the left is a navigation sidebar with categories like 'My Favorites', 'General', 'Service Operation', etc. The main area shows a ticket for 'Incident Number I230221_000001' with a status of 'IN PROGRESS'. The ticket lifecycle is shown as: 1. Detection and Recording, 2. Classification and Initial Support, 3. Investigation and Diagnosis (current), 4. Resolution, 5. Incident Closure. Below this are sections for 'INCIDENT DESCRIPTION', 'USER INFORMATION' (Recipient: Morley, Britney, Job Title: Junior Sales Rep), and 'CONTEXTUAL NEWS ARTICLES'. On the right, a 'Together' chat window is open, showing a conversation between support agents. The chat messages include: 'Hi', 'Hi it's William can you have a look on this ticket pls ? it's important', 'Sure !', 'Thank you cause at the moment our colleague can't work', 'Ok it's gonna my priority for today', and 'Perfect!'. The chat interface includes a rich text editor at the bottom.

Details

- Break down support silos with a new collaborative approach
- Share insights and advice through discussions related to dedicated objects

Benefits

- Improved IT productivity
- Speed up incident resolution
- Enhanced support agent experience with state-of-the-art communication tools

XLA MANAGEMENT

EV Service Manager 2023.2

The screenshot shows the EV Service Manager interface. The top navigation bar includes the 'Service Manager' logo, a search bar, and a 'Create a ticket' button. The left sidebar shows a navigation tree with 'Service Design' selected. The main content area displays a table of XLA records and a detailed view for 'Test XLA'.

French	English
OLA	OLA
SLA	SLA
UC	UC
XLA	XLA

4 Records - 0 Selected

Version N/A

DETAILS DISCUSSION 0

Name *
Test XLA

Code
-

Start Date
N/A

End Date
N/A

Version
-

Next Review Date
N/A

Manager
N/A

Location
Europe/France

Department

Supplier
-

Attachments

Details

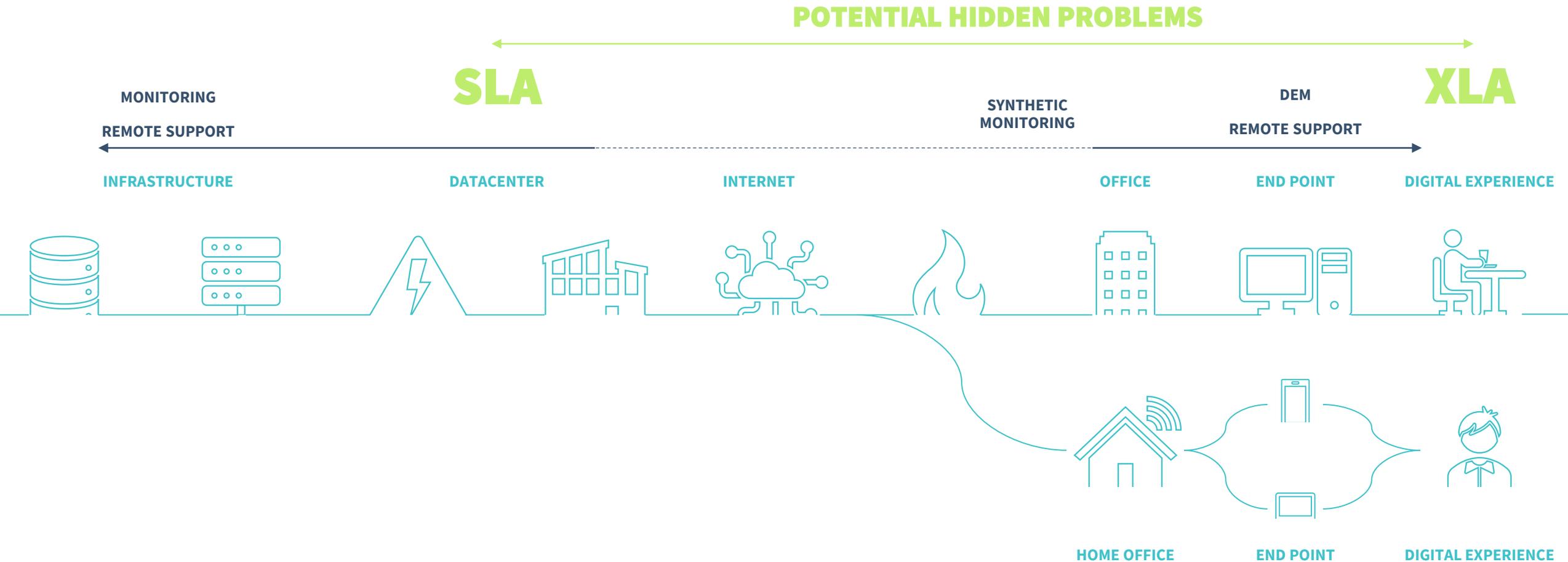
- Measure the perception of the quality of IT services by users from the Self-Service Portal
- Describe engagement within LOB into XLAs agreements
- Track user feedback through reports linked to agreements

Benefits

- Perceive user feeling on top of IS SLAs
- Anticipate issues
- Improve root cause analysis

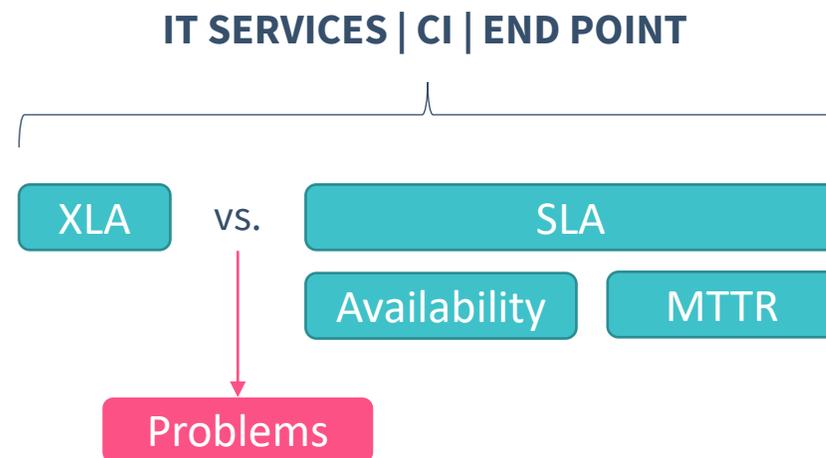
SPEED UP ROOT CAUSE ANALYSIS

WITH XLAs AND SLAs



EV XLAs

- Support IT professionals by providing NPS like satisfactions survey across all IT Services from applications to equipment available to any employees, anytime, anywhere from the Self-Service Portal.
- Scores summarized by IT Services to identify gaps between output measurement (SLAs) and the perceived quality of IT Services and support.



GREEN IT

EV Service Manager 2023.2

The screenshot displays the 'EV Service Manager 2023.2' interface. On the left is a dark sidebar with navigation options: My Favorites, General, Service Operation, Service Transition, Service Design, and Asset & Configuration. The main content area shows the details for asset '10114N', which is an 'Inspiron 1721' laptop. The 'GREEN IT : CONSUMPTION' section includes fields for Electricity Consumption (40,00 Watts/Hour), Usage estimated in Percentages (75), and Estimated CO2 during use (N/A). The 'GREEN IT : MANUFACTURING' section includes fields for Estimated CO2 during production (12,45 Kg) and Estimated Water during production (100,00 L). A modal window is open for editing details, showing fields for Type, *Model (N/A), Serial Number, *Status (In stock), *Delivery Date (15/03/2023), Warranty Type, and User (N/A). At the bottom of the modal are 'Finish' and 'Cancel' buttons.

Details

- Measure the impact of equipment manufacturing and consumption
- Simulate electricity and cost savings when replacing equipment
- Track cloud providers' PUE

Benefits

- Integrate green IT metrics to measure sustainability and CSR
- Reduced carbon emissions
- Reduced costs

MULTICHANNEL

EV Service Manager 2023.2

The screenshot displays a WhatsApp message in a light green bubble: "Could you create a ticket cause my smartphone isn't working anymore" with a timestamp of 10:39 and a checkmark. Below the message is a ticket header for ID "I230307_000003" with a "Follow" button and a settings icon. The ticket status is "IN PROGRESS". The title is "Ticket Create from WhatsApp" and the creation date is "3/7/2023 4:44:05". A progress bar shows three steps: "1 Detection and Recording", "2 Classification and Initial Support", and "3 Investigation and", with step 3 being the active one. Below the progress bar are tabs for "ACTIVITY", "DETAILS", and "DISCUSSION 0". The "INCIDENT DESCRIPTION" section contains a "Title" field with "Ticket Create from WhatsApp", a "Description" field with the message text, and a "Feedback" checkbox. At the bottom, there are "Urgency" (2 - MEDIUM), "Impact" (1 - HIGH), and "Major incident?" checkboxes, along with a "Print Report" button and a "Teamviewer Identifier" field.

Details

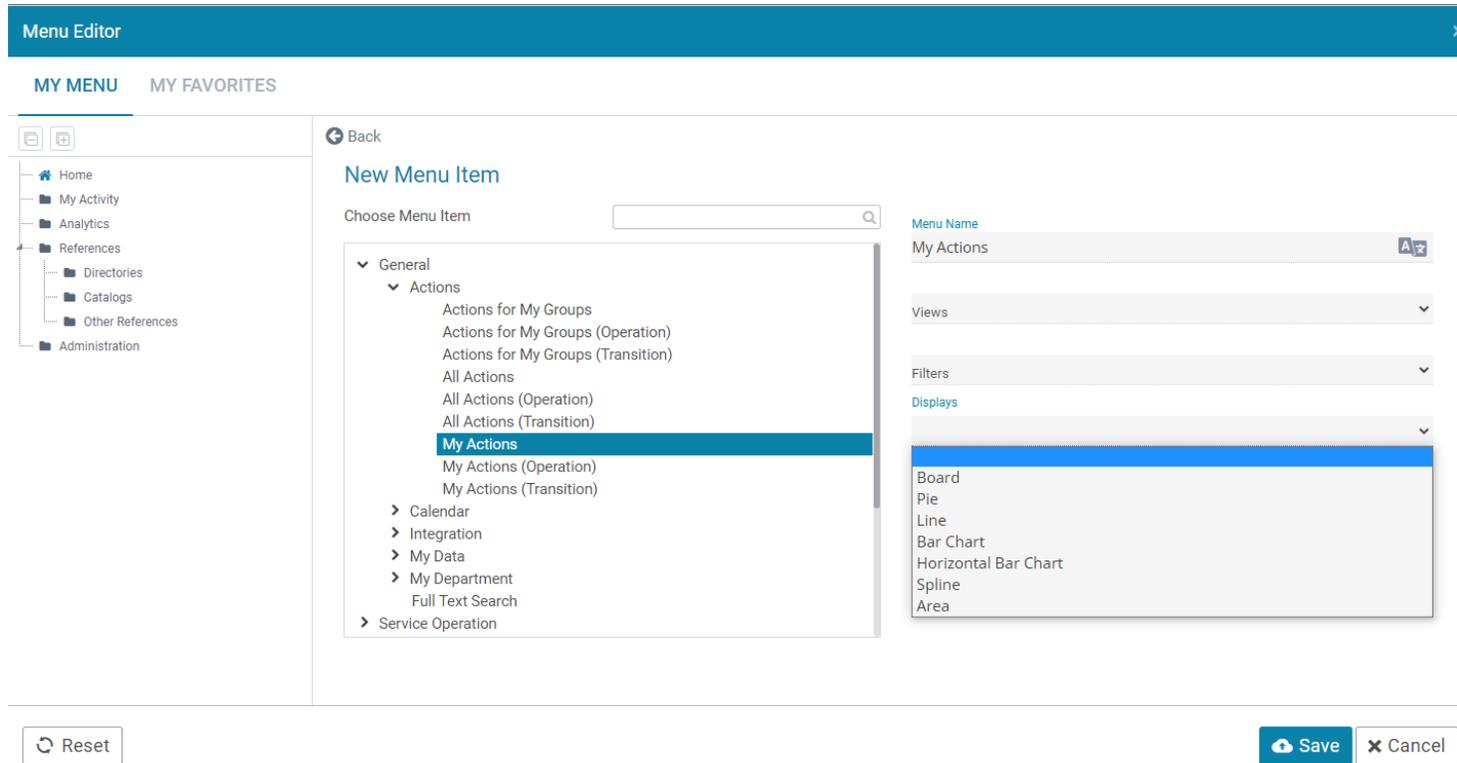
- Create an EV Service Manager incident from a WhatsApp message

Benefits

- Enhanced multichannel capabilities
- Ease of use
- Improved user experience and productivity

UI ENHANCEMENTS

EV Service Manager 2023.2



Details

- Set up "view mode" when creating a new menu entry

Benefits

- Improve support and I&O teams' workspaces
- Simplified administration
- Enhanced user experience
- Improved productivity

ADMINISTRATION – IMPORT/EXPORT WORKFLOWS

EV Service Manager

The screenshot displays the EV Service Manager interface. On the left, a dark sidebar contains a navigation menu with categories like 'Asset & Configuration', 'Financial Management', 'Discovery', 'Project', and 'Administration'. Under 'Administration', 'Services' is highlighted with a red box. The main area shows a table of services. The first row, 'Service Manager (Export REST) | SERVICE', is highlighted with a red box. The table has columns for Name, Url, Authentication, Picture, and Built. Other services listed include 'Agilent', 'AMS Tool', 'Bepko', 'Feedback', 'Gmail', 'Google Calendar', 'Google Contacts', 'Google Drive', 'Google Plus', 'Google Tasks', 'HTTP', and 'MS'.

Name	Url	Authenticati...	Pictu...	Built
Service Manager (Export REST) SERVICE	https://{hostname}/api/v1/{account}/	Basic		
Agilent	https://{hostname}/agilent.com/	Basic		
AMS Tool	http://www.ams.com	Auth		
Bepko	https://bepko.moodle.org/	None		
Feedback	https://{hostname}/Feedback.com	Basic		
Gmail	https://www.google.com/gmail/v1	OAuth2 (built-in)		
Google Calendar	https://www.google.com/calendar/v1	OAuth2 (built-in)		
Google Contacts	https://www.google.com/contacts	OAuth2 (built-in)		
Google Drive	https://www.google.com/drive/v1	OAuth2 (built-in)		
Google Plus	https://www.google.com/plus/v1	OAuth2 (built-in)		
Google Tasks	https://www.google.com/tasks/v1	OAuth2 (built-in)		
HTTP	https://www.https.com	None		
MS	http://api.openmoby.org/	None		

Details

- Automatic update of REST steps when exporting and importing workflows

Benefits

- Don't lose configuration when putting new workflows and business rules in production
- Enhanced reliability
- Ease of use

SECURITY – FORGOT YOUR PASSWORD

EV Service Manager 2023.2

The image shows a user interface for resetting a password. The main form is titled "Reset your password" and contains two input fields: "Enter your password" and "Confirm your Password". Below these fields, a list of requirements is provided: "Your password must contain at least:" followed by a bulleted list: "8 Characters", "1 Uppercase letter", "1 Lowercase letter", "1 Digit", and "1 Special Character". A "Reset my password" button is located at the bottom of the form. Overlaid on the bottom right of the form is a dialog box titled "Definition of Password Policies". This dialog box has a blue header with a question mark icon and a close button. It contains three settings: "Enable the Password expiration" with a checked checkbox, "*Minimum number of characters for passwords" with a text input field containing the value "8", and "Expire all passwords now" with an unchecked checkbox. At the bottom of the dialog box are three buttons: "Previous", "Finish", and "Cancel".

Details

- Enhanced password policy
- Customize the “Forgot password” email templates

Benefits

- Security improvement
- Improved configuration
- Ease of use

REST API ENHANCEMENT

EV Service Manager 2023.2

The screenshot shows the 'New REST Service' configuration window. The fields and their values are as follows:

- Service Name (*): Service Name (Required)
- Authentication Method: Bearer token
- Access Token Endpoint: Access Token Endpoint (Required)
- Scopes: Scopes
- Bearer token property name: default
- API ID Property Name: API ID Property Name
- API ID: fadmin@evtry.com
- Secret Key Property Name: fadmin@evtry.com
- Secret Key:
- Token Method: default
- Body Param Type: default
- Grant Type: password
- Username: Username
- Password: Password
- Private key: Choisir un fichier. Aucun fichier choisi
- Service URL (*): http:// Service URL (Required). Hint: Use {variableName} to add a variable in your URL.
- Icon: Change

Buttons: Save, Cancel

Details

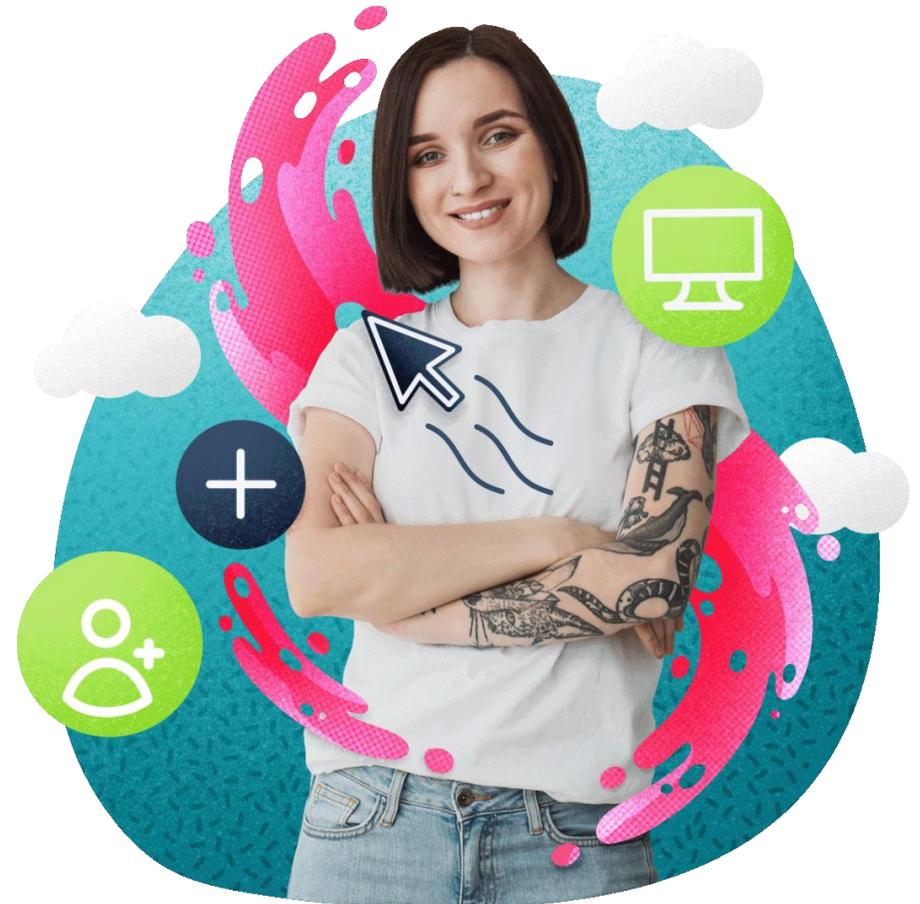
- New REST APIs methods
 - Get / Put / Post Groups
 - Get / Post / Delete Group's employees
 - Get questions from questionnaire
- Bearer Token Service
 - New "Scope" parameter
 - New grant type=password
- New EV Service Manager authentication method, "Access Token"

Benefits

- Enhanced integration capabilities
- Secure authentication methods

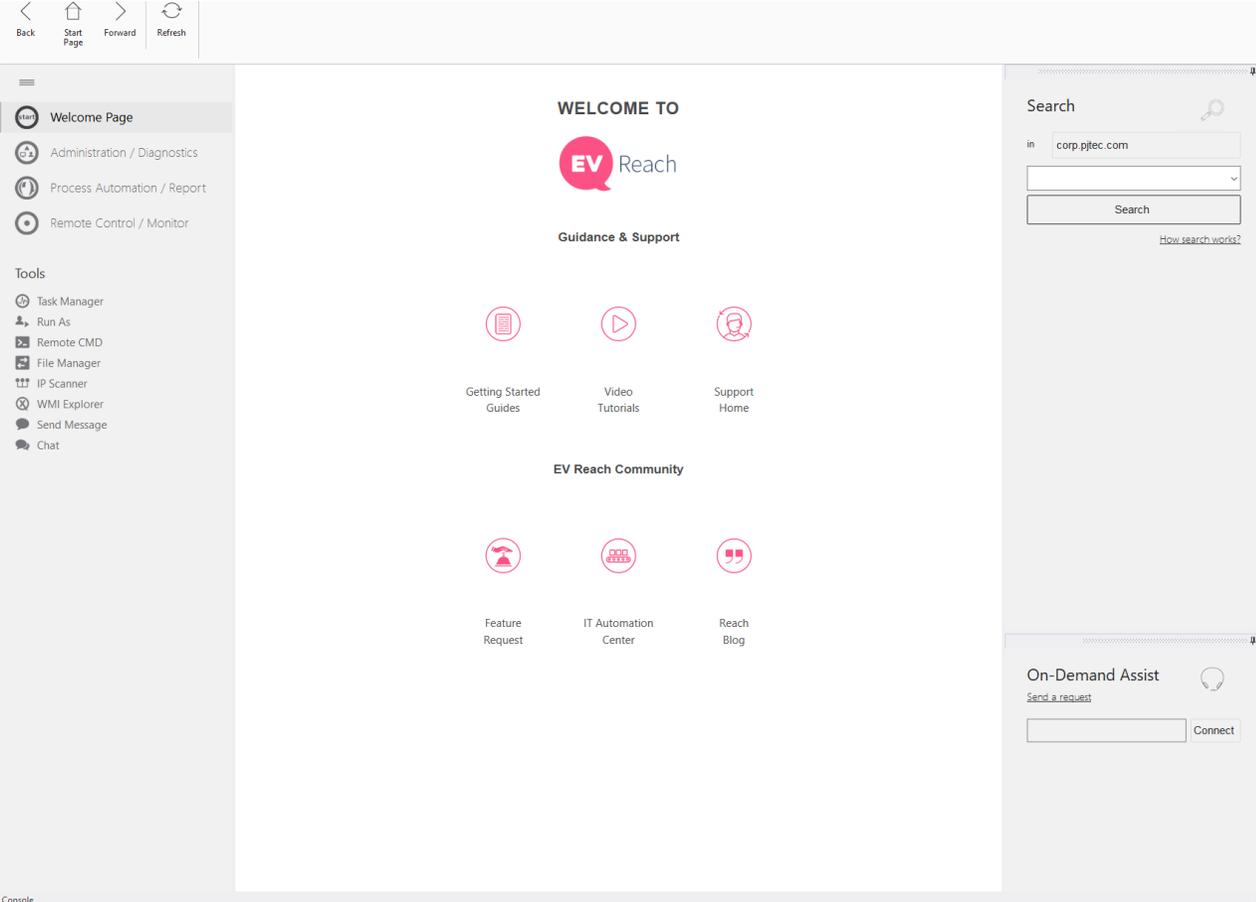
IT SUPPORT & DELIVERY: EV REACH

1. **EV Reach rebranding** – Goverlan Reach has been rebranded as EV Reach – UI color updates.
2. **New automatic inventory collection** – Automatically collect asset data from workstations and servers at a pre-scheduled frequency.
3. **Simplified database deployment process** – Console-side database is now deployed automatically with the EV Reach server.
4. **Cloud Service Portal page** - Display EV Reach Service auditing on registered devices.



EV REACH REBRANDING

EV Reach 2023.2



Details

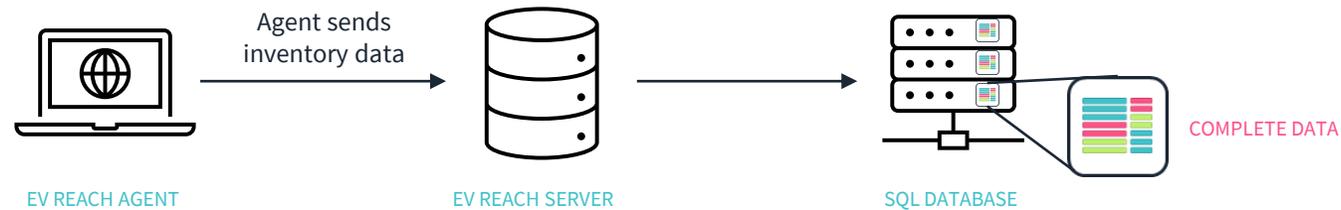
- Goverlan Reach has been rebranded as EV Reach
- New branding colors

Benefits

- Product color consistency
- Cohesive branding across portfolio

AUTOMATIC INVENTORY COLLECTION

EV Reach 2023.2



Details

- Automatically collect asset data from workstations and servers
- Report inventory data on a configured frequency

Benefits

- Report inventory data when needed
- Keep track of all assets in one place
- No IT process automation jobs required

CLOUD SERVICE PORTAL PAGE

EV Reach 2023.2

The screenshot displays the EV Reach Cloud Service portal interface. It features a top navigation bar with 'Status', 'Devices', and 'Audits' tabs. The main content area is divided into several sections:

- Information:** Displays 'Cloud Reach Server' with details like 'y8hsa.mygovernan.com', 'Size: Small', and 'Region: East US'. It also shows a 'Status' indicator as 'Active' with '21 registered device' and '1 connected operator'.
- Associated Licenses:** Lists 'Venture Support Group' with a 'View' button.
- Registered Devices:** A table showing a list of devices with columns for Status, OS, Last Seen, Device Name, and Site.
- System Access:** A table showing audit logs with columns for Time, Severity, Target Host, and Operator User.

Status	OS	Last Seen	Device Name	Site
	Windows	4/12/2023	DEV-WIN11-03	DEV
	Windows	4/12/2023	VENTURE--0-0	LANTE
	Windows	4/12/2023	VENTURE--0-1	LANTE
	Windows	4/12/2023	VENTURE--0-10	LANTE

Time	Severity	Target Host	Operator User
4/12/2023		VENTURE--0	PJTECH\Raulo

Details

- View information such as DNS address, operational status, and linked console licenses
- View and export your Reach Server Security Audits, such as, Remote Actions, Remote Control Sessions, and System Login Events
- Easily access a list of all devices that are registered to your EV Reach Service

Benefits

- Access the features of the EV Reach Cloud Service you need

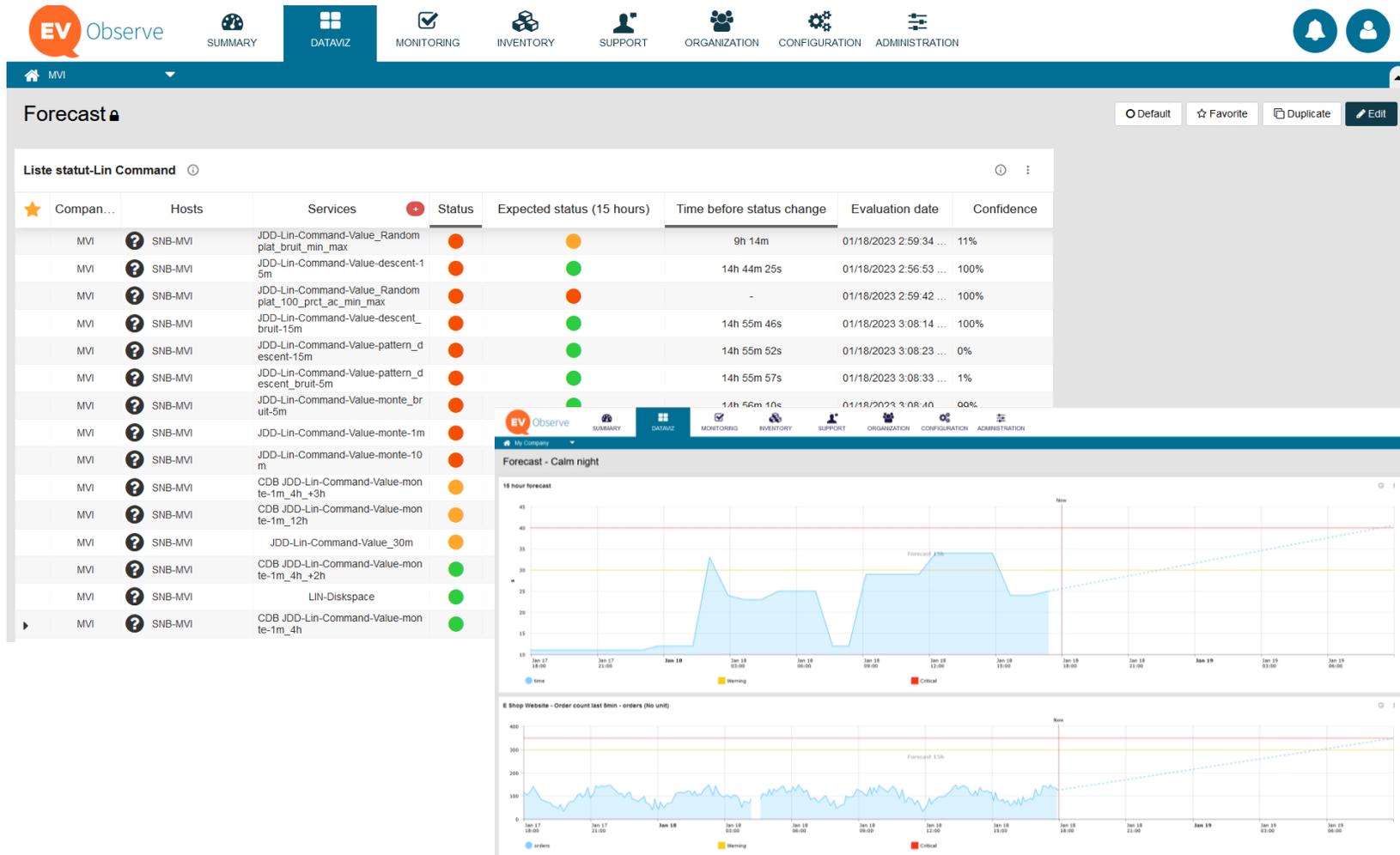
IT INFRASTRUCTURE & OPERATIONS: EV OBSERVE

1. **Night Shift-Calm Night** – Short term prediction
2. **Capacity Planning** – Capacity prediction
3. **API Improvement**



CALM NIGHT/NIGHT SHIFT - SHORT-TERM PREDICTION

EV Observe 2023.2



Details

- 15-hour alert & status prediction
- Create tickets predicted statuses

Benefits

- Improve SLAs achievements
- Reduce number of tickets
- Decrease in on-call costs

CAPACITY PLANNING

EV Observe 2023.2

The screenshot shows the EV Observe 2023.2 interface. On the left is a sidebar with a tree view of navigation options. The main area displays a table with the following data:

Client 5 Karen	Client 5 Karen	evgraff01.us-east-1.local	MS-WIN-Disk-space_0	109.23 Go	0.00%	0.00%	0	0
Client 5 Karen	Client 5 Karen	evgraff02.us-east-1.local	MS-WIN-Disk-space_0	109.23 Go	0.00%	0.00%	0	0
Client 5 Karen	Client 5 Karen	evgraff03.us-east-1.local	MS-WIN-Disk-space_0	109.23 Go	0.00%	0.00%	0	0
Client 5 Karen	Client 5 Karen	evgraff04.us-east-1.local	Disk-space_7		0.00%	0.00%	0	0
Client 5 Karen	Client 5 Karen	evgraff05.us-east-1.local	Disk-space_0	7.82 Go	0.00%	0.00%	0	0

Below the table is the section title: **2.4. Capacity overrun (horizon : 3 months)**

The table below shows capacity planning details for various hosts:

Company/Customer	Site	Hosts	Service	Total capacity	Capacity rate	Delay before overrun
Client - Buddy_Peterson	Client - Buddy_Peterson	evgraff01.us-east-1.local	Disk-space - Serial Number f89edcea	89.66 Go	93.93%	26 days 2/12/23
Client - Buddy_Peterson	Client - Buddy_Peterson	evgraff02.us-east-1.local	Disk-space - Serial Number f89edcea	89.66 Go	93.93%	26 days 2/12/23
Oriskany	Oriskany	evgraff03.us-east-1.local	Disk C:	89.66 Go	93.01%	2 months 3 days 3/21/23
Oriskany	Allegiant Gates - Parking	evgraff04.us-east-1.local	Disk-space - Serial Number f89edcea		93.00%	2 months 3 days 3/21/23
Client 5 Karen	MSI	evgraff05.us-east-1.local	Disk-space - Serial Number f89edcea	89.66 Go	93.01%	2 months 3 days 3/21/23
Client 1 - Bruce	Client 1 - Bruce	evgraff06.us-east-1.local	MS-Win-DiskUsage		92.02%	2 months 17 days 4/4/23

Details

- Capacity report improvement with custom prediction horizon
- Time before saturation

Benefits

- Anticipate IT investments
- Avoid breakdowns

EASYVISTA™

2023-2025 Customer Facing Roadmap As of H12023



DISCLAIMER

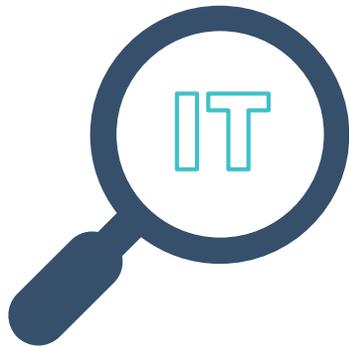


- *This plan for upcoming features and enhancements is an evergreen document and will most certainly evolve as we continue to learn from our users.*
- *The strategic product roadmap for the next two years does not represent a commitment, guarantee, obligation, or promise to deliver any product or feature or to deliver any product and feature by any particular date.*

END-TO-END SERVICE EXPERIENCE PLATFORM

LOYAL TO IT POSITIONING COMBINING ITSM AND ITOM SUPERPOWERS

“THE UNRIVALED LOYAL TO IT SOFTWARE DELIVERING TOP-NOTCH SERVICE THAT’S EASY TO WORK WITH & EASY TO USE.”



HOW WE HELP THE IT DEPARTMENT?

**COST OF
PRODUCTIVITY LOSS**



1

**PREVENT FUTURE
INCIDENTS FROM
OCCURRING**

**BUSINESS
OUTCOMES**



2

**FACILITATE AND
ACCELERATE INCIDENT
RESOLUTION**

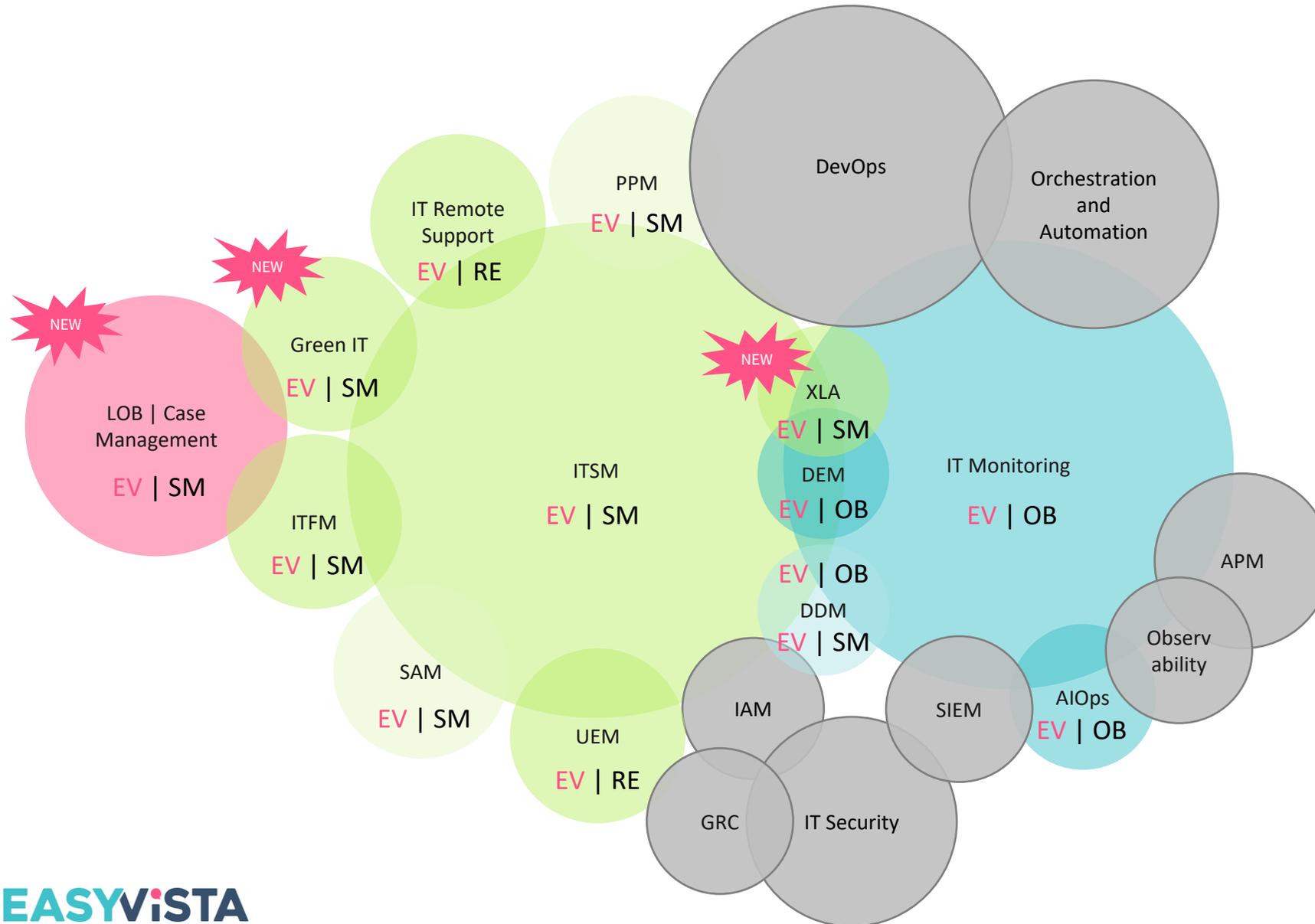
**SUSTAINABILITY
EFFORT**



3

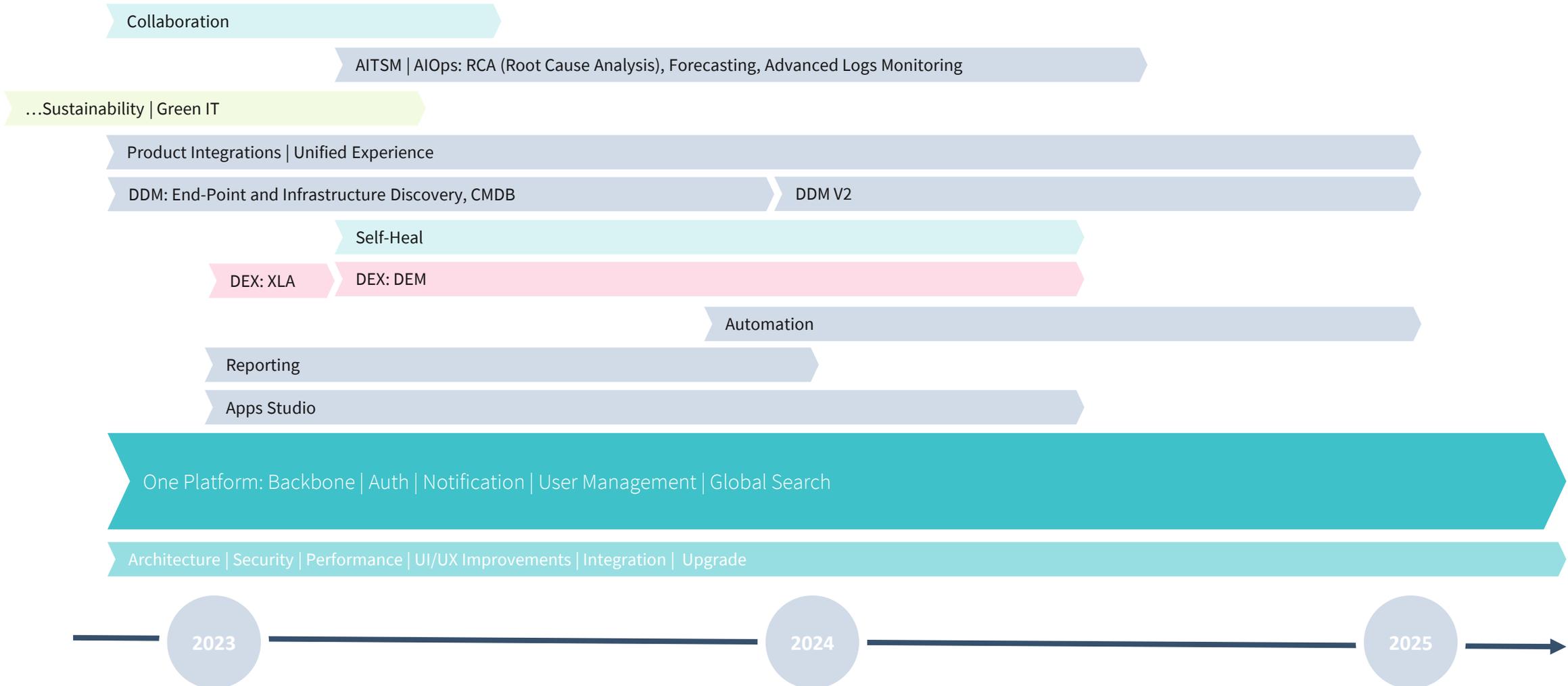
**IMPROVE COST
EFFICIENCY WHILE
INCREASING TECH PACE OF
ADOPTION**

EASYVISTA'S COVERAGE AND EXPANSIONS



ITSM: IT Service Management
 ITFM: IT Financial Management
 SAM: Software Asset Management
 UEM: Unified Endpoint Management
 IAM: Identity and Access Management
 DDM: Discovery and Dependency Mapping
 DEM: Digital Experience Monitoring
 APM: Application Performance Monitoring
 PPM: Project Portfolio Management
 SIEM: Security Information Event Management
 GRC: Governance, Risk, Compliance

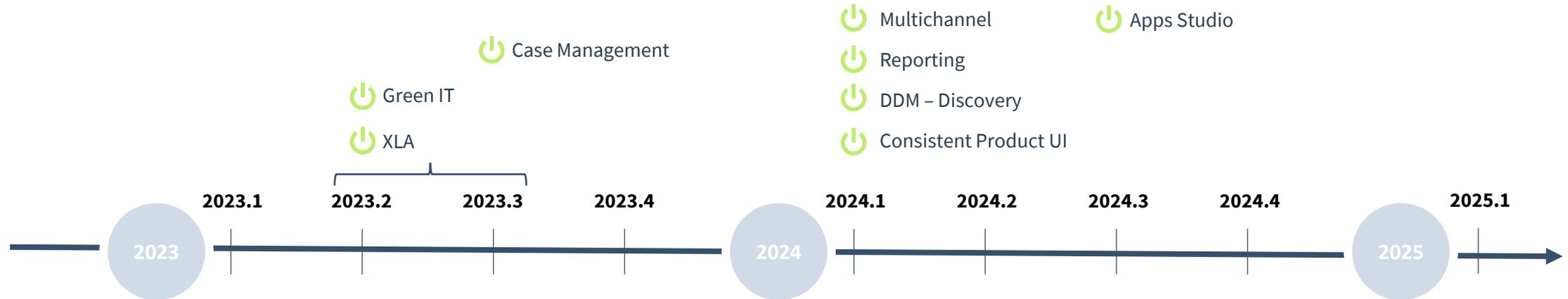
EV Strategic Product Roadmap





Detailed Strategic Product Roadmap

- AITSM – AIOps
- DDM – CMDB & Change
- Apps Offline
- Collaboration
- IT Remote Support as a Service
- Knowledge Base Fusion
- Self Heal
- Resource Planning



This plan for upcoming features and enhancements is an evergreen document and will most certainly evolve as we continue to learn from our users.

The strategic product roadmap for the next two years does not represent a commitment, guarantee, obligation, or promise to deliver any product or feature or to deliver any product and feature by any particular date.

EV AI RECOMMENDATIONS

0 3 3 9 0

- ★ My Favorites
- 📁 General
- 📁 Service Operation
 - 📁 Drafts
 - 📁 Events
 - 📁 Incidents
 - 🔴 All Incidents
 - 🕒 Deadline Compliance
 - 👤 Incidents for my Groups
 - 👤 My Incidents
 - 👤 Quality of Service
 - 📁 Service Requests
 - 📁 News Articles
 - 📁 Logistics
 - 📁 Problems & Known Errors
 - ★ Reports

⏪

⚠️

⚠️

⏩

Save Duplicate Report Major Incident

Creation Date	Title	Recipient	Category	Priority	Status
				1	In Progress

ACTIVITY DETAILS

Questionnaire (0)
Copy From Template
Declare Major Incident

Title

Category * Status

Performance In Progress

Impact Urgency

2 - Medium 2 - Medium

Equipment Service

N/A N/A

Description Solution

B I U S ... **B I U S** ...

Resolve
Assign
Save as Draft
Cancel

USER INFORMATION

Recipient Manager

-

Phone Email

Location

Department

INCIDENT DESCRIPTION

Urgency Impact

2 - MEDIUM 2 - MEDIUM

Equipment Service

N/A N/A

ATTACHMENTS 0

CONTEXTUAL NEWS ARTICLES 4+

Title

All (8)
Visible (6) Hidden (2)

Just Now

Pepper 9:34 am RECOMMENDATION

There's a multiple (7) similar incidents. Would you like me to create a problem and link all incidents including the one displayed now? [Yes](#) [No](#)

Less than a Minute

Pepper 9:34 am INFORMATION

The user has installed several applications since the last inventory 5 days ago.

1 Minute ago

Pepper 9:33 am RECOMMENDATION

A performance issue is being investigated for certain PC models, the correlation percentage is estimated at 23%. [Link this incident to the problem](#)

1 Minute ago

Pepper 9:33 am INFORMATION

No performance alert is in progress on the site or the applications used by the user.

2 Minutes ago

Pepper 9:32 am RECOMMENDATION

Multiple users have reported performance issues but not but not on the same site or application. The correlation percentage is estimated at 12%. [Link this incident to a major incident of the same nature](#)

2 Minutes ago

Pepper 9:32 am RECOMMENDATION

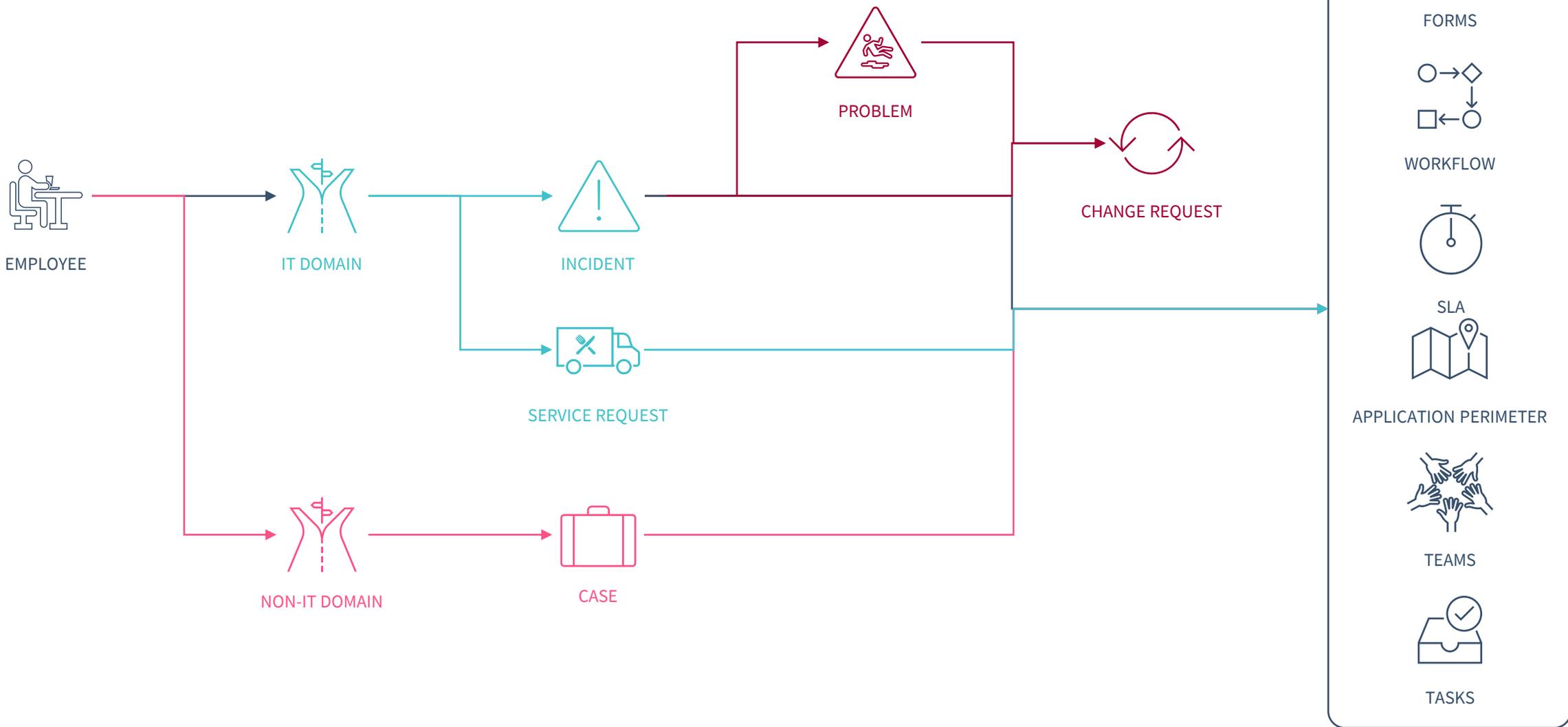
An expert is identified.

Recommended 98%

[Assign this expert to this incident](#)

CASE MANAGEMENT

DELIVER AND SUPPORT EMPLOYEE SERVICES BEYOND IT



CMDB ENHANCEMENTS

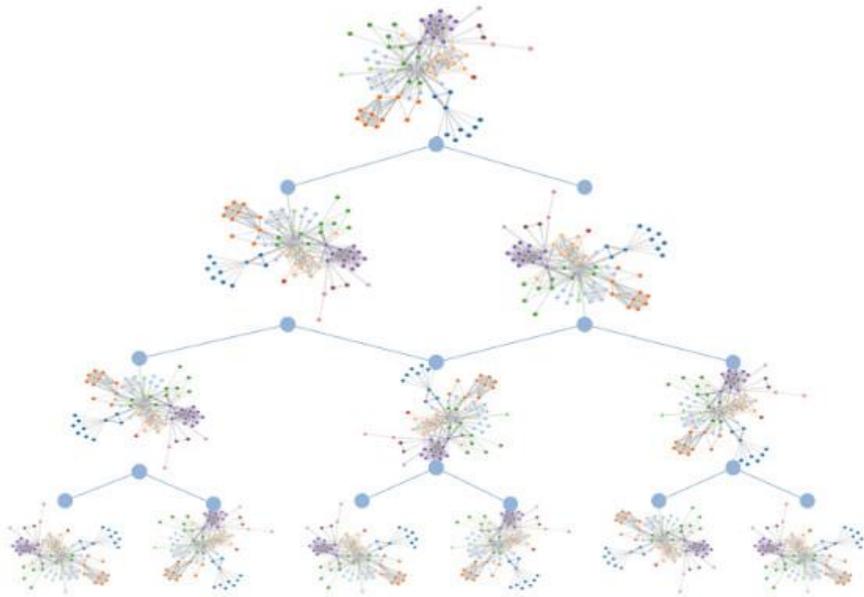
IMPROVE ROOT CAUSE ANALYSIS

Details

- Improve CMDB Graph to enhance root cause analysis
 - Adding filtering capabilities (CI type, relation type, nature type)
 - Add CI relationship graphically – Design CI relationship
 - Add relationship colors to identify relationship type
- Add clustering options to manage complex architecture
- availability calculation rule
- Improve performance when integrating and using high volume of data
- Automatic Urgent Change based on EV Observe threshold alerts

Benefits

- Speed up root cause analysis
- Minimize risks
- Gain performance and team productivity





- Home
- My Tasks 3
- My Late Tasks 1
- My Groups Tasks 8
- Discussions 5

All > North America > USA > Salt Lake City > Floor 06 > 651



New

Creation Date Category + Add Filter

Task Id	Category	Support Person	Task Type	Priority	OLA Date
Category End Point					
S160907_000004	SR	M	Management Approval	2 - High	9/10/2016 9:35:23 am
I160908_000001	IN	U	Management Approval	2 - High	9/15/2016 9:56:50 am
S160919_000002	SR	T	Management Approval	2 - High	9/21/2016 6:00:47 am
I160919_000002	IN	S	Management Approval	3 - Medium	9/21/2016 6:04:44 am
I160919_000003	IN	Service Desk Operator	Management Approval	3 - Medium	9/21/2016 6:06:06 am
S160926_000002	SR	Technician	Management Approval	2 - High	9/28/2016 9:22:36 am
Ca					
S16		Technician	Installation	3 - Medium	9/29/2016 10:58:55 am
I16		User	User Approval	2 - High	10/21/2016 9:22:07 am
P16		Service Desk Operator	Qualification	3 - Medium	10/27/2016 10:21:41 am
I16		Service Desk Operator	Qualification	2 - High	10/28/2016 10:23:26 am
Calculate					

Category contains Type a value...

- Sort Ascending
- Sort Descending
- Filter
- Group by this field
- Add column
- Remove column

- Equals...
- Does Not Equal...
- Begins With...
- Ends With...
- Contains...
- Does Not Contain...
- Custom Filter...

- None
- Count all
- Count values
- Count unique values
- Count empty
- Count not empty
- Percent empty
- Percent not empty

- Save...
- Save as...
- Share...

Search...

- IT Support
 - Incident Backlog
 - Unassigned Tasks
 - Knowledge Base
 - Problem

- IT Infrastructure
 - Change Management
 - CMDB
 - Availability Management
 - Risk Management



Making IT Greener

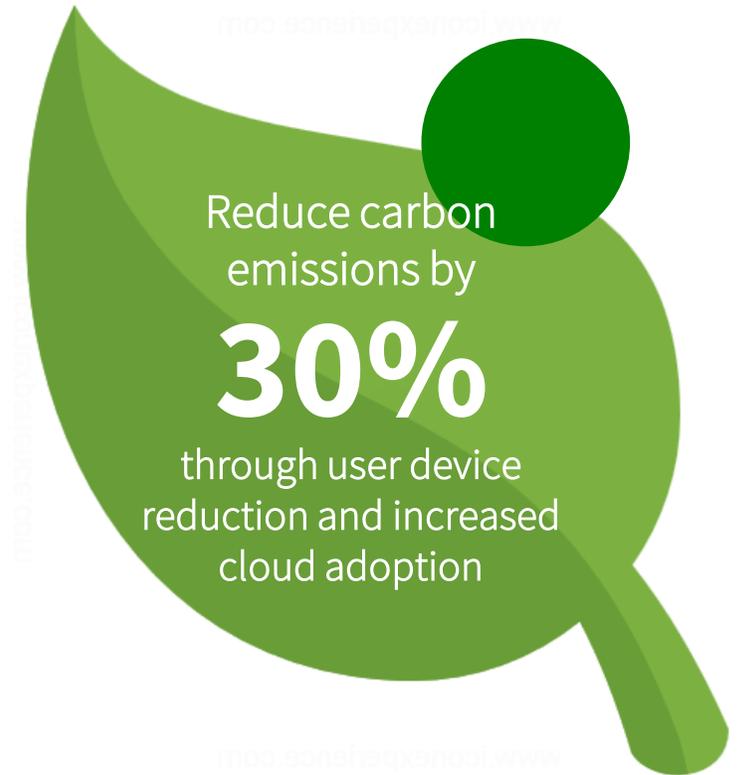


Reduce quickly emissions from the enterprise's technology estate.

How?

1. Optimize number of end-user devices
2. Increase product life span of end-user devices
3. Adopt energy-efficient end-user devices
4. Increase cloud penetration
5. Rightsize datacenter computing needs
6. Recycling hardware

"End-user devices—laptops, tablets, smartphones, and printers—generate 1.5x to 2x more carbon globally than data centers."





Making IT Greener

EASYVISTA™

Green IT Dashboard – Journey to **reduce carbon emission**



ELECTRICITY SAVING

17,825 kWh

ANNUAL OFFSET

276 T CO2

SAVINGS

1,765,287 \$

This Year

All countries

All regions

Power Management

EQUIPMENT TURNED OFF AT NIGHT



DAILY ELECTRICITY CONSUMPTION



DAILY CARBON INTENSITY OF ELECTRICITY



DAILY ELECTRICITY SAVING

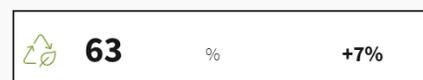


Asset Management

IMPACT OF EQUIPMENT MANUFACTURING



% OF RECYCLED EQUIPMENT



DEVICES/USERS

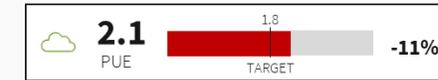


AVERAGE DEVICE AGE – INVENTORY DIVERSITY



Cloud Management

AVERAGE CLOUD PROVIDER PUE



CLOUD HOSTING VS IN HOUSE RATIO



Filter menu

Home

My favorites

General

Service Operation

Service Transition

Service Design

Asset & Configuration

Financial Management

Discovery

Project

Administration

References



Create a ticket

Save a draft Save Lorem Ipsum Lorem Ipsum Lorem Ipsum

Incident Number: I230327_0000002 | Create Date: 2.27/2023 9:39:30 | Label: Value | Recipient: Antoine

Details Details Details

Questionnaire (X) Copy From template Declare Major Incident

Label Value

Label Value

Label Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed id cursus arcu, sed tempor nulla. Aliquam mattis elit ac massa luctus, ac lacinia eros sodales. Duis quis purus quis tortor aliquam sagittis non eu lacus. Nulla sollicitudin accumsan dolor, quis vulputate risus accumsan non. Phasellus sed enim id magna dignissim laoreet. Morbi urna sapien, condimentum vel faucibus eget, lobortis nec orci. Vestibulum elementum scelerisque nibh, id volutpat lacus efficitur commodo. Quisque aliquam hendrerit sagittis. Aenean at tristique augue, non viverra turpis. Integer nec interdum est. Nulla gravida, nisl nec fringilla dictum, massa diam pulvinar urna, ut placerat diam augue in dolor. Proin sollicitudin tellus odio, eget vestibulum massa feugiat ac.

Resolve Assign Save a Draft Cancel

Label 3/27/2023 | Label 9:39:30 am

Details Details

User information

User information fields: Label Antoine, Label Value, Label Value, Label Nort America/USA/New York, Label Value

Incident Description

Incident Description fields: Label Value, Label Value, Label Value, Label Value

Attachement (0)

Attachement (0) field

EASYVISTA™

TAKE THE NEXT STEP **IN SERVICE TRANSFORMATION**

THANK YOU

Loïc BESNARD

lbesnard@easyvista.com

+33 6 61 95 13 49