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Professional Services Catalog

Andrew Reynolds, Director of Professional Services
EasyVista

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Housekeeping Announcements



Andrew Reynolds
Director of Professional
Services, EasyVista



All attendees will be on mute during webinar



Final Q&A at conclusion of presentations



Webinar recording will be emailed afterwards

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AGENDA

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- Review the catalog of services available to customers to ensure ongoing success and increase IT value to the business

The need...

- All customers will have similar challenges put on them by the business, for example:
 - Customer A's system administrators have transferred to other areas of the business leaving no one to manage the tool
 - Customer B wants to deploy an updated Change Management process
 - Customer C wants to rebuild their Service Catalog as it reflects old tools and technologies
 - Customer D has an internal DevOps focus and is looking to integrate EasyVista with another tool
 - Customer E purchased Self Help outside of the initial implementation and needs help with its deployment

We're Here to Help You Succeed

- The scenarios are endless which is why EasyVista is proud to offer a comprehensive Professional Services catalog
- The Professional Services catalog is here to **help ensure that every customer gets the most from their investment with EasyVista**
- Our professional services offerings are designed to provide flexibility and choice. Whether it's onboarding, ongoing education or just getting the right help at the right time, EasyVista provides a range of options

EasyVista Training

- EasyVista provides live, virtual instructor-led training (VILT) classes for customers throughout the year
 - The courses vary in length, but all conclude with a moderated Q&A session to discuss real-world implementation scenarios
 - Service Manager
 - Service Apps
 - Self Help
 - Custom



Training Portal

- As a reminder – the Training Catalog is available on our website
 - www.easyvista.com/training
 - Provides details on upcoming training events with direct links to registration page
- Continuing to add options
 - eLearning offering
 - Updated documentation
 - New product certifications

The screenshot displays the EasyVista Customer Training portal. The main header features the EasyVista logo and navigation links for Products, Solutions, Resources, and About. A search bar and a 'I WANT A DEMO' button are also present. The 'Customer Training' section includes a 'TRAINING TYPE' filter set to 'All'. Below this, a grid of training courses is shown, including 'EasyVista Self Help Admin Training Course', 'EasyVista Service Manager Admin Training Course', and 'EasyVista Service Apps Admin Training Course'. A detailed view of the 'Self Help Administrator Training' course is overlaid on the right, showing the course title, dates (April 15-16, 2020), duration (2-day course), and a 'REGISTER NOW' button. The course description states: 'The EasyVista Self Help Administrator course is an awareness training covering concepts and basic functionality of the EV Self Help platform. This live, virtual instructor-led training (VILT) class is the perfect way to prepare yourself to effectively participate in discovery and requirements-gathering and begin configuring knowledge flows at the completion of the class. The course concludes with a moderated Q&A session to discuss real-world implementation scenarios.' The course is priced at \$2,000 and has a 'Tickets' button. The footer includes the 'ev connect 20' logo and the text 'NETWORK • SHARE • LEARN'.

EasyStart Implementations

- EasyVista offers Fast & Fixed-Priced **EasyStart packages** for customers who are looking to implement EV Service Manager, EV Self Help, or both and have a limited budget or tight timelines



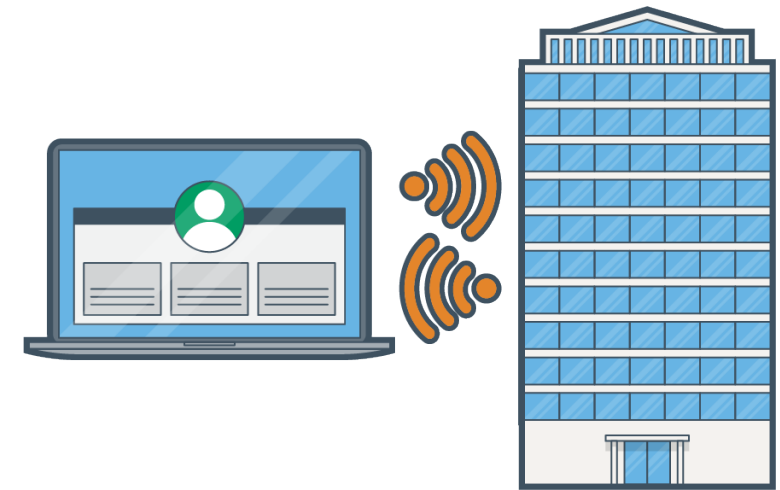
Consulting Services with EasyAssist

- EasyAssist is the **perfect solution for organizations who require quick and cost-effective consulting services** to enhance their current implementation with additional functionality
- EasyAssist augments your own System Administration team by leveraging the expertise of certified EasyVista experts. We provide several packages based on your needs



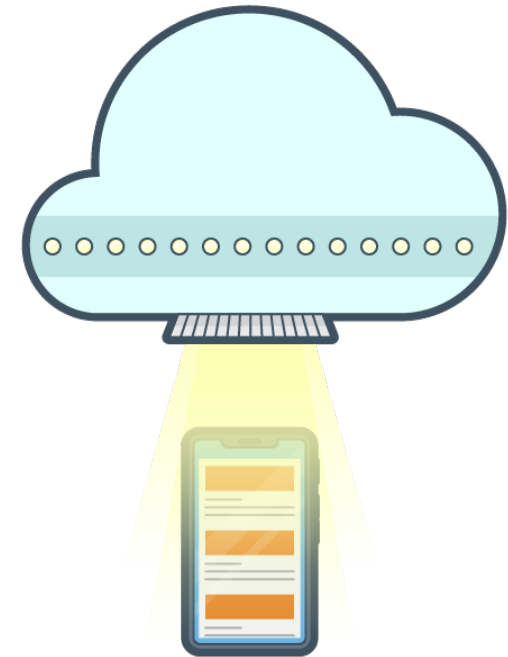
Managed Services with Remote Administrator

- EasyVista's Managed Services (Remote Admin) is for organizations who require an administrator to maintain their EasyVista Service Manager platform
- Whether it is short-term or long-term, EasyVista provides several packages that can work for any organization



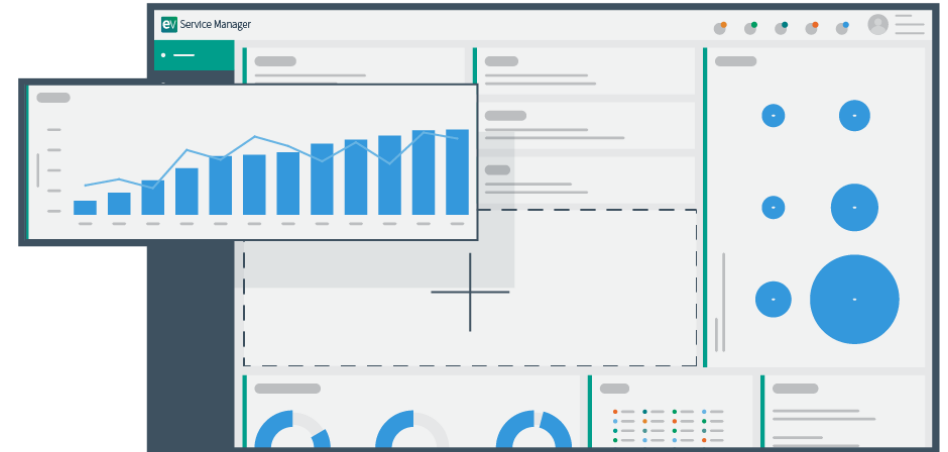
Move2SaaS

- The Move2SaaS service is a specialized offering for On-Premise customers who want to move and take advantage of the EasyVista cloud offering



Process Implementations

- Design, document, and implement additional modules within your EasyVista environment with the help of our professional services team
 - We provide packages for:
 - Change Management
 - Configuration Management (CMDB)
 - Event Management,
 - IT Asset Management
 - Knowledge Management
 - Problem Management
 - Project Management
 - HR Onboarding / Onboarding Process



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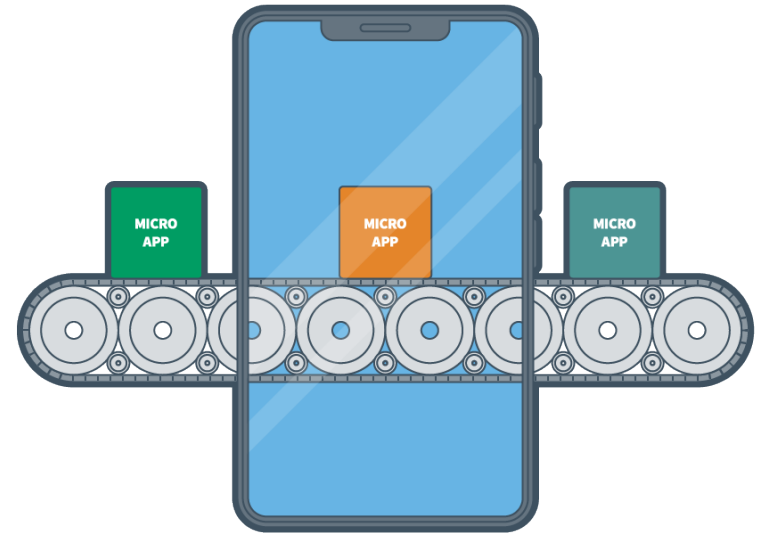
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Micro App Implementations

- Quickly deploy micro apps within your organization to support business needs
 - Each implementation includes a design workshop, branding support, configuration and integration, knowledge transfer and a fully developed portal, app, or dashboard
 - Self-Service Portal
 - Service Desk KPI Dashboard
 - Basic or Pro Mobile Technician App
 - Geolocation App
 - Reservation Center App
 - Barcode Asset Scanning App



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Advanced Integration Packages

- EasyVista can support you in advanced integrations with other tools, such as Jira and PowerBI
 - Leveraging the functionalities of tools like Microsoft Power Automate, EasyVista is able to integrate with a wide range of enterprise tools
 - Custom reporting packages can be developed for Customers looking to leverage PowerBI to report on their ITSM data



Success

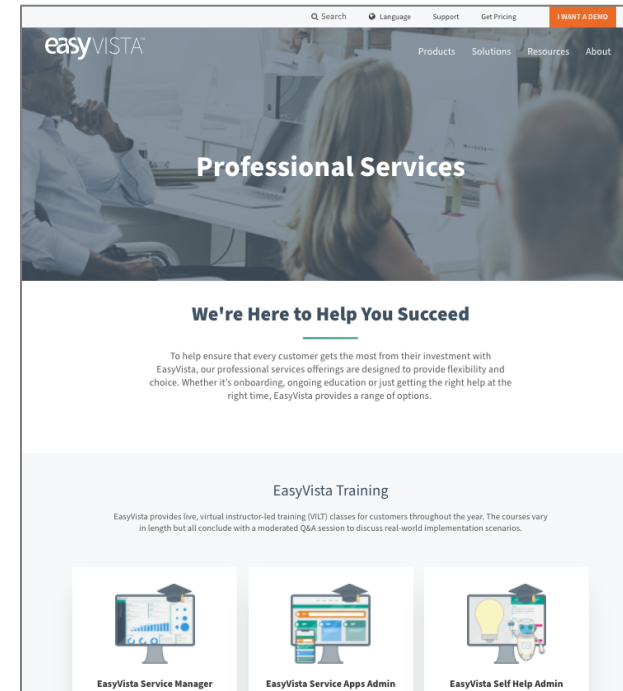
- EasyStart rapid implementations with customers launching EasyVista and providing ITIL aligned service management to the business in under two months
- Customers leveraging the Managed Services staff augmentation offerings to enhancements and upgrade to the product
- Real-time/bi-directional API integrations with third-party products such as Jira/Canary/Salesforce
- Custom Self-Service themes and Self Help skins that match the branding/look and feel of corporate web sites

EasyVista's Services Catalog

- Growing Services Catalog available at:
www.easyvista.com/services
 - Based on customer input and high demand, we've created and released a comprehensive set of services we offer
 - Catalog provides details on EasyVista's Professional Services Catalog
 - Convenient 'Contact Us' form is used to put Customers directly in touch with CSM

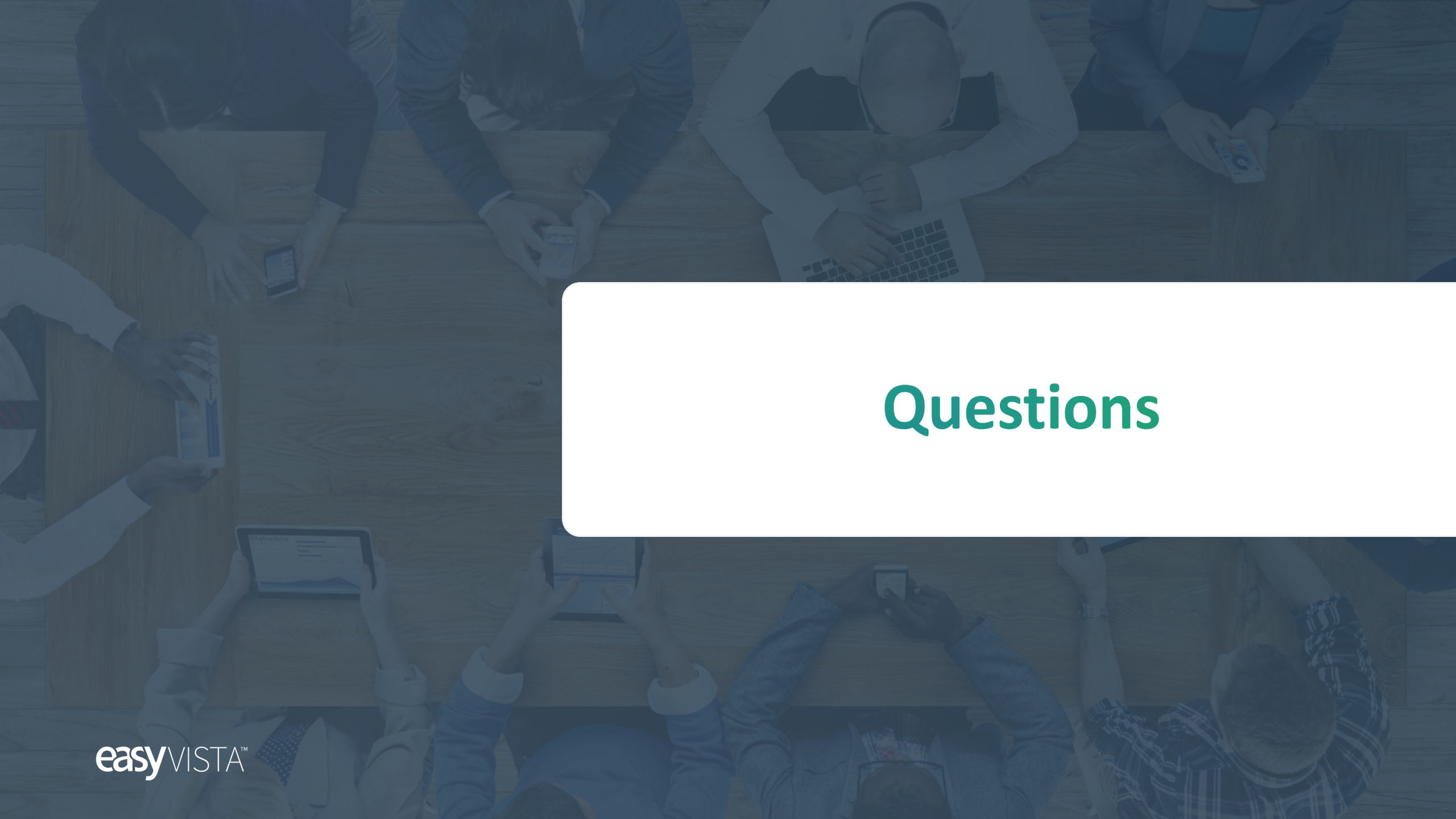
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An overhead view of a group of people sitting around a large wooden table in a meeting. Several individuals are using mobile devices like smartphones and tablets. The image is dimmed with a blue overlay, and a white rounded rectangle is positioned in the center-right area.

Questions



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THANK YOU

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