

# SERVICE MANAGEMENT MADE SIMPLE

## PRODUCT DATA SHEET

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ANYTIME | ANYPLACE | ANY DEVICE



ServiceTonic is a powerful, flexible, easy-to-use and ITIL-aligned service desk and corporate services management software.

Thanks to the combination of extensive functionality, a high level of configuration without the need for programming and it is really easy to use, our customers benefit from a single platform of automation and service management, applicable in three major areas:



**IT Service Management (ITSM)**  
IT management aligned with ITIL®.



**Customer Service**  
Attention and Customer Support.



**Enterprise Service Management**  
HR, Legal, Administration, General services...

With just a single subscription to the cloud modality or a single installation on your servers.



*"Configure your own dashboards with multiple KPI indicators."*



## **Ticketing.**

Manage tickets (incidents, requests, queries) with registration, prioritization, assignment, monitoring and control of changes until their closure.



*"Register in the ServiceDesk any request received from any input channel."*

## **Dashboards and reports.**

Design and manage customized scorecards for various management areas, Incidents, Problems, CMDB, etc. Extract complex data based on SQL in popular formats such as XLS/Excel, PDF and HTML, and improve management by programming customized reports.



## Inventory: CMDB and automatic discovery of network assets.

Manage assets and their relationships through a powerful CMDB, including automatic discovery of network assets and fully integrated with the rest of the application.

## Web Portal and Services Catalog.

Allow users to search, select and request services from the User Web Portal by defining their own Service Catalog.



## Aligned with ITIL®.

Implement the main processes and functions described in ITIL: Service Desk, Incident Management, Requirements, Problems, Changes, Configuration (CMDB), Knowledge, Service Levels (SLA, OLA, UC) and Service Catalog.

## Integration with External Systems.

Recover data from external systems. Easily integrates with BB.DD, Contact Lists (LDAP), Web Services, Email, Telephony (CTI)...

## Surveys.

Conduct multiple surveys to measure customer satisfaction over time and ensure continuous improvement of your services.





## Mobility support.

Offer service anywhere by providing access from iOS and Android devices. In addition, ServiceTonic integrates the digital signature so that customers can confirm the service received.

## Multi-language

Allow users to specify the language they wish to use from the eight languages available in ServiceTonic. Increase usage by making it easier to receive notifications in your language.



*"ServiceTonic is flexible, powerful and easy."*

## SUCCESSFUL PROJECTS IN MORE THAN 18 COUNTRIES



Service Management Made Simple

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