

Vendor Landscape: Mid-Market Service Desk Software

Ensure the productivity of help desk with the right platform.

Introduction

Service desk tools have moved beyond simple help desk ticketing systems to integrated solutions with full-service management and automation.

This Research Is Designed For:

- ✓ Organizations seeking to select a mid-market solution for service desk.
 - Their service desk use case may include:
 - Deployment options
 - System management integration
 - Small IT tools
 - Multi-site support
 - Multi-tenant support

This Research Will Help You:

- ✓ Understand what's new in the service desk market.
- ✓ Evaluate service desk vendors and products for your enterprise needs.
- ✓ Determine which products are most appropriate for particular use cases and scenarios.

Executive summary

Info-Tech evaluated 13 competitors in the service desk market, including the following notable performers:

Champions:

- **Agiloft**, a simple, easy-to-use, highly configurable SaaS product at a relatively low price.
- **SysAid**, an on-premises/SaaS tool with a strong focus on end-user satisfaction through integration tools for faster troubleshooting and resolution and automated benchmarking.
- **ManageEngine**, an on-premises/SaaS solution that offers module-based scalability and an attractive user interface.
- **IncidentMonitor™**, an on-premises/SaaS solution by Monitor 24-7 that is OWASP certified and adept for service desk consolidation projects.

Value Award:

- **Agiloft**, a vendor providing an unconditional satisfaction guarantee on a product that can be used out of the box or customized, is highly scalable and priced low.

Trend Setter Award:

- **TeamDynamix**, a robust on-premises tool/SaaS tool with a strong focus on the higher-education market that comes bundled with a strong PPM module.

Info-Tech Insight

1. Each vendor offers similar functionality:

At a high level, the mid-market class service desk solutions offer the same functionality. Look more granularly to ensure best fit.

2. Build efficiencies and consolidate tools with technician-enablement capabilities:

Check for the ability for technicians to launch remote tools, install patches, and initiate activities from within the ticket, enabling more efficient and faster issue resolution.

3. ITIL modules aren't just for enterprise clients anymore:

Change and problem management are becoming the norm for any company looking for stability and proactive approaches.

Market overview

How it got here

- Most help desks have grown organically over the last few decades as organizations moved to desktop computing, and they developed a need to manage a growing number of incidents and requests.
- As dependency on individual computing requirements has grown and systems have become more complex, ticket volumes have increased and the number of technicians required to support an organization made the need for ticket tracking more important.
- As support services have become more complex due to sophistication of applications and integration of multiple systems, the focus has moved from basic ticket tracking to a more formalized, ITIL-compliant, and proactive approach.

Where it's going

- Smaller IT support teams have recognized the need to take a more proactive and efficient approach to supporting end users. Although they don't have the budget of large enterprises, they still have many of the same resource constraints and needs.
- As organizations increase their technical solutions to improve business functions, the need to access tools that will do more than just track incidents and service requests is a must. Many of these organizations are looking for integrated tools for software distribution or patch management, remote access, and ITIL-focused modules such as problem and change management.
- Self-serve needs are moving beyond ticket creation and status update to service catalog and knowledgebase, and in some cases, automated resolution. The companies that are addressing these needs will be in a much stronger position as organizations are looking to catch up to their users' demands.

Service desk vendor selection / knock-out criteria: market share, mind share, and platform coverage

- End users are more interested and willing to engage in self-help prior to submitting a ticket, making knowledgebase and service catalog more important for service desk software. Features that provide technician efficiencies and service modules that enable more proactive services such as change and problem management are becoming more important.
- For this Vendor Landscape, Info-Tech focused on those vendors that offer broad capabilities across multiple platforms and that have a strong market presence and/or reputational presence among mid- to large-sized enterprises.

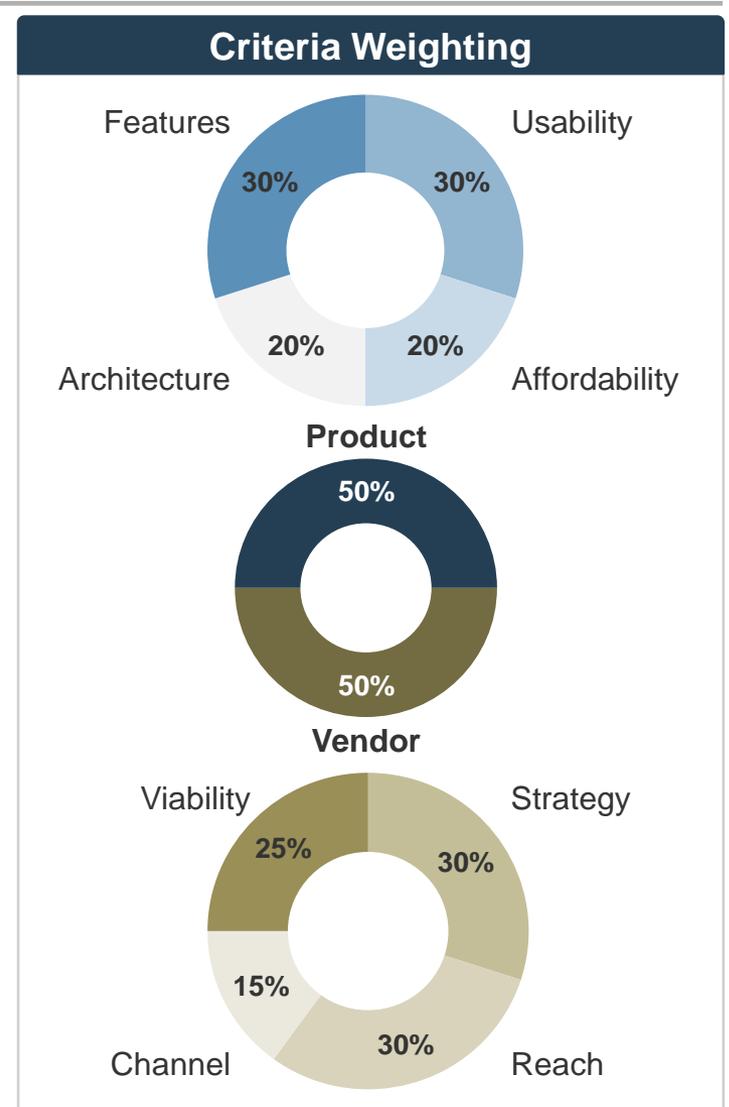
Included in this Vendor Landscape:

- **Agiloft.** Offers an adequate out-of-the-box solution with unparalleled customizability.
- **BMC FootPrints** and **Remedyforce.** A longstanding vendor with products to suit organizations of varied size and complexity.
- **Freshservice.** Vendor with a strong focus on customer service and simplicity via centralized IT resources.
- **ManageEngine.** Focuses on consolidation; the goal is to get a single-pane-of-glass view of IT.
- **Monitor 24-7.** A SaaS/on-premises solution with a wide array of customizable options that is OWASP certified.
- **Quest KACE.** The only appliance-based product in this landscape. KACE appliances provide out-of-the-box function and easy implementation.
- **Samanage.** Its cloud product provides wide array of cloud application integrations.
- **ServiceNow Express.** Enterprise-centric vendor has offered a mid-market version of its robust service management solution.
- **SysAid.** Strong out-of-the-box solution that provides many technician tools for efficient troubleshooting and repair.
- **TeamDynamix.** A SaaS/on-premises solution with a robust set of offerings, including an excellent PPM module.
- **TechExcel.** Provides a strong product to align service and SDLC process on a single platform.
- **Vivantio.** A SaaS product that offers a wide array of analytic capabilities.

Service desk criteria & weighting factors

Product Evaluation Criteria	
Features	The solution provides basic and advanced feature/functionality according to our feature list.
Usability	The end-user and administrative interfaces are intuitive and offer streamlined workflow.
Affordability	Implementing and operating the solution is affordable given the technology.
Architecture	Multiple deployment options and extensive integration capabilities are available.

Vendor Evaluation Criteria	
Viability	Vendor is profitable, knowledgeable, and will be around for the long term.
Strategy	Vendor is committed to the space and has a future product and portfolio roadmap.
Reach	Vendor offers global coverage and is able to sell and provide post-sales support.
Channel	Vendor sales strategy is appropriate and partners are strong.



The Info-Tech Mid-Market Service Desk Vendor Landscape

The zones of the Landscape

Champions receive high scores for most evaluation criteria and offer excellent value. They have a strong market presence and are usually the trend setters for the industry.

Market Pillars are established players with very strong vendor credentials, but with more average product scores.

Innovators have demonstrated innovative product strengths that act as their competitive advantage in appealing to niche segments of the market.

Emerging Players are comparatively newer vendors who are starting to gain a foothold in the marketplace. They balance product and vendor attributes, though score lower relative to market Champions.

The Info-Tech Mid-Market Service Desk Vendor Landscape



Balance individual strengths to find the best fit for your enterprise

	Product					Vendor				
	Overall	Features	Usability	Afford.	Arch.	Overall	Viability	Strategy	Reach	Channel
Agiloft										
BMC FootPrints										
BMC Remedyforce										
Freshservice										
ManageEngine										
Monitor 24-7										
Quest KACE										
Samanage										
ServiceNow Express										
SysAid										
TeamDynamix										
TechExcel										
Vivantio										

Legend =Exemplary =Good =Adequate =Inadequate =Poor

The Info-Tech Mid-Market Service Desk Value Index

What is a Value Score?

The Value Score indexes each vendor's product offering and business strength **relative to its price point**. It **does not** indicate vendor ranking.

Vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

Price-conscious enterprises may wish to give the Value Score more consideration than those who are more focused on specific vendor/product attributes.

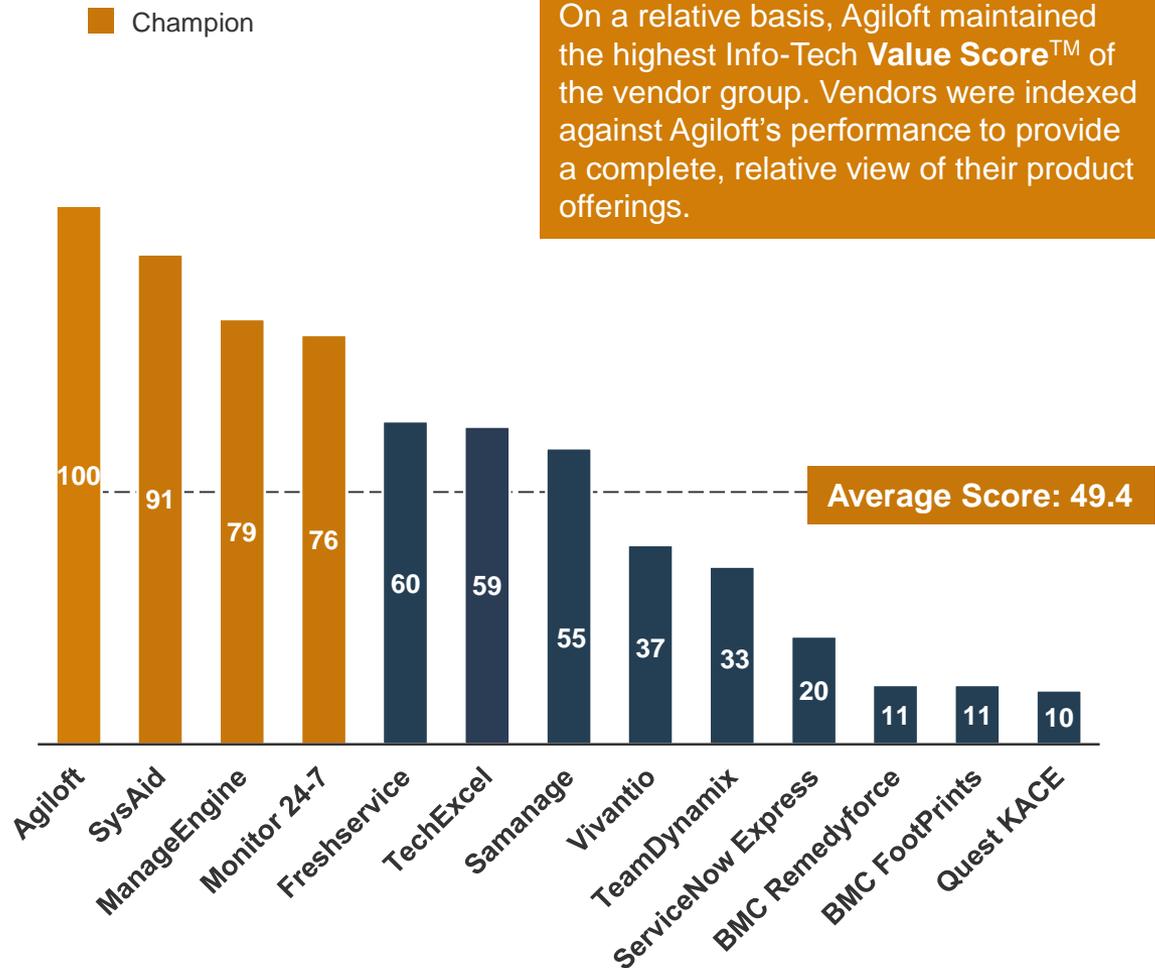


Table Stakes represent the minimum standard; without these, a product doesn't even get reviewed

The Table Stakes

Feature	What it is:
Incident/Service Management	The process of handling requests from users for new services, equipment, or to resolve issues.
Problem Management	Proactive approach to reducing recurring incidents and increasing availability.
Change Management	Efficient and auditable process for managing requests for change to minimize downtime.
Configuration Management	Integrated CMDB to track and maintain configuration items and their dependencies.
Knowledge Management	Database integrated with ticketing system for sharing information between technicians.
Self-Serve	Ability to create incident tickets, request services, and access status FAQ via a portal.

What does this mean?

The products assessed in this Vendor Landscape™ meet, at the very least, the requirements outlined as Table Stakes.

Many of the vendors go above and beyond the outlined Table Stakes, some even do so in multiple categories. This section aims to highlight the products' capabilities **in excess** of the criteria listed here.

Advanced Features are the capabilities that allow for granular market differentiation

Scoring Methodology

Info-Tech scored each vendor's features offering as a summation of its individual scores across the listed advanced features. Vendors were given one point for each feature the product inherently provided. Some categories were scored on a more granular scale with vendors receiving half points.

Advanced Features

Feature	What we looked for:
End-User Self-Serve	Ability to create tickets and view status, FAQ, and service catalog with customizations.
End-User Interface	Tools to benefit end users such as single sign-on to self-serve, FAQ integration, and multi-language support.
Technician Administration	Easily designed dashboards, reports, forms, templates, and workflows; task management; and chat integration.
Technician Support	Integration with phone systems, remote control, software distribution and patch management, and print management.
Advanced Technician Support	Orchestration for task automation, alert aggregation, CMDB and dependency mapping, virtual war room.
Multi-Site Functionality	Central management of dispersed technicians, multiple time zones, operational hours, and automated shift reassignments.
Advanced Knowledgebase	Customizable templates, statistics, workflows for peer and editing reviews, and role-based database segregation.
Mobile	Access via web app, native mobile app for end users and technicians.
Project Management	Project management module, application lifecycle tools, and project portfolio management module.

Each vendor offers a different feature set; concentrate on what your organization needs

Evaluated Features												
	Self-Service	Technician Admin.	Technician Support	End-User Interface	Multi-Site Functionality	KB	Basic ITSM Modules	Intermediate ITSM Modules	Advanced ITSM Modules	Expert ITSM Modules	Mobile	Project Management
Agiloft	●	●	●	●	●	●	●	●	●	●	●	●
BMC FootPrints	●	●	●	●	●	●	●	●	●	●	●	●
BMC Remedyforce	●	●	●	●	●	●	●	●	●	●	●	●
Freshservice	●	●	●	●	●	●	●	●	●	●	●	●
ManageEngine	●	●	●	●	●	●	●	●	●	●	●	●
Monitor 24-7	●	●	●	●	●	●	●	●	●	●	●	●
Quest KACE	●	●	●	●	●	●	●	●	●	●	●	●
Samanage	●	●	●	●	●	●	●	●	●	●	●	●
ServiceNow Express	●	●	●	●	●	●	●	●	●	●	●	●
SysAid	●	●	●	●	●	●	●	●	●	●	●	●
TeamDynamix	●	●	●	●	●	●	●	●	●	●	●	●
TechExcel	●	●	●	●	●	●	●	●	●	●	●	●
Vivantio	●	●	●	●	●	●	●	●	●	●	●	●

Legend

● =Feature fully present

● =Feature partially present/pending

● =Feature absent

Organizations with specific mandates for software purchase should start with choosing between cloud and on-premises

Cloud licensing may not be less expensive, but it provides a faster deployment time.

1 Deployment requirements

Flexible provisioning of on-premises or cloud



Provisioned as a cloud solution



Provisioned as an on-premises solution



Why Scenarios?

In reviewing the products included in each Vendor Landscape™, certain use cases come to the forefront. Whether those use cases are defined by applicability in certain locations, relevance for certain industries, or as strengths in delivering a specific capability, Info-Tech recognizes those use cases as Scenarios, and calls attention to them where they exist.

Choose the application that integrates with your existing system management tools

Managing application deployment is a critical function of the service desk.

1

2 System management integration

3

4

5

Provides SCCM connectors

samanage

servicenow

Monitor 24-7 inc.
service management solutions

TechExcel

remedyforce

IncidentMonitor
service desk software

TeamDynamix

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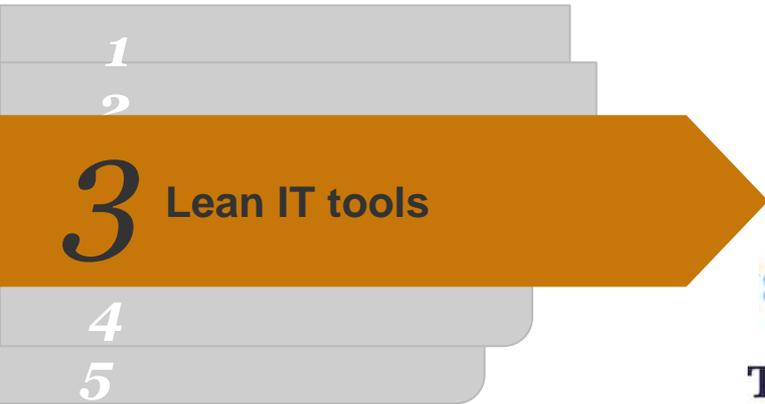
servicenow

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Multi-tasking IT departments need a tool that can keep up

Lean IT teams need tools to reduce technician workload through either automating repetitive tasks or providing users with tools to self-serve.



Focus on technician productivity



Focus on self-serve tools



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Geographically dispersed organizations have specific service needs beyond IT

IT service desk often provides the central platform for integrating multiple support departments across the world.

1

2

3

4 Multi-site support

5

Best suited for cross-departmental processes

Agiloft

SysAid

Monitor 24-7 inc.
service management solutions

Incident Monitor
service desk software

servicenow

Best suited for external customer service

remedyforce

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Data residency and access controls require specific service desk requirements

Mid-sized multi-tenant organizations require automation to manage the complexity of supporting separate databases across services.

1

2

3

4

5 Multi-tenant support

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Best suited for managed service providers

SysAid

remedyforce

Agiloft

Monitor 24-7 inc.
service management solutions

Incident Monitor
service desk software

Best suited for highly regulated enterprises

SysAid

Agiloft

IncidentMonitor™ is a secure solution with a heavy focus on technician productivity



Champion

Product: IncidentMonitor™
Employees: <50
Headquarters: Markham, ON
Website: monitor24-7.com
Founded: 1999
Presence: Privately held



3 year TCO for this solution falls into pricing tier 5, between \$50,000 and \$100,000



Pricing provided by vendor

Overview

IncidentMonitor™ provides a highly customizable tool that allows clients to scale up their service desk maturity and breadth of offerings with a no-module approach.

Strengths

- High degree of customization allows the tool to fit a variety of clients' needs.
- Customer feedback was incorporated into the development roadmap.
- High degree of focus on security – the solution is OWASP certified.
- Can be a “meta-tool” through integration into environments to supplant multiple service desk tools and collapse them into a single installation while still maintaining autonomy. This reduces opex and capex inputs.

Challenges

- The home page dashboard is not intuitive in its design.
- The tool contains heavy amounts of text and the layout could be improved.

IncidentMonitor™ is an ITIL-aligned tool that integrates well in almost any environment



Core Service Management



- Change Management
- Problem Management
- Service Catalog
- Service Portfolio
- Service Level Management
- Service Continuity

Business



- Demand Management
- Financial Management
- Supplier Management

Asset Controls

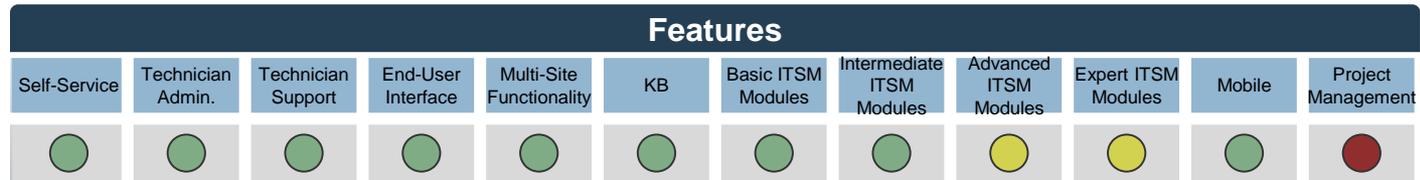


- Asset Lifecycle
- Configuration Management
- Release & Deployment

Systems Management



- Capacity Management
- Availability Management
- Event Management



Info-Tech Recommends:

Organizations with a particular concern for a scalable and customizable solution complete with a security focus should seriously consider IncidentMonitor™.