

## IT Service Management Tools



**Experienced  
Consultants**  
Ready to Solve Your  
Business Challenges

## Executive Summary

With majority of Business Functions getting dependent on Technology, management of Day to Day IT Services and “Keeping Lights ON” have become essential survival elements and are indispensable to the success of workplace functions. This has also resulted in availability of many IT Service Management (ITSM) Software. This paper is an attempt to outline Skillmine’s independent research and views of various ITSM Software available in the market.

ITSM Software orders, classifies, integrates and automates various aspects and sub-processes required for seamless functioning of inter-dependent ITSM Functions to facilitate:

- Service Requests & Incidents are rapidly resolved
- Maximize system performance by proactively addressing IT Infrastructure weakness
- Improve resolution times and provide enterprise-wide service management visibility
- Align IT activities and processes with service personnel

If your company chooses to update or implement an ITSM solution, you should seek a system that is comprehensive and powerful, yet flexible and easy to use. Some of the features currently trending in the modern tools industry happen to be very practical and include features like Request and Notification automation, Dynamic reporting functionality, mobile accessibility and self service capabilities. With the cloud based offerings, management must also decide whether an on-premise, hosted or hybrid solution would best meet the requirements.

We have compiled some data based on our research, experience and internal study about the leading ITSM solution in the industry in this consulting paper for your reference. This study classified various ITSM solutions based on below parameters:

1. Cloud
2. On-premise
3. Service Catalog
4. Asset Management
5. Incident Management
6. Change & Release management
7. SLA Management
8. Self Service
9. Mobile Accessibility
10. Ready Reporting



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<u>ServiceNow</u>	<u>ManageEngine</u>	<u>N-Able (Solarwinds)</u>	<u>CA</u>	<u>BMC</u>
<b>Key Features:</b> <ol style="list-style-type: none"> <li>1. Cloud</li> <li>2. Service Catalog</li> <li>3. Asset Management</li> <li>4. Incident Management</li> <li>5. Change &amp; Release management</li> <li>6. SLA Management</li> <li>7. Self Service</li> <li>8. Mobile Accessibility</li> <li>9. Ready Reporting</li> </ol>	<b>Key Features:</b> <ol style="list-style-type: none"> <li>1. Cloud</li> <li>2. On-premise</li> <li>3. Service Catalog</li> <li>4. Asset Management</li> <li>5. Incident Management</li> <li>6. Change &amp; Release management</li> <li>7. SLA Management</li> <li>8. Self Service</li> <li>9. Mobile Accessibility</li> <li>10. Ready Reporting</li> </ol>	<b>Key Features:</b> <ol style="list-style-type: none"> <li>1. Cloud</li> <li>2. Service Catalog</li> <li>3. Asset Management</li> <li>4. Incident Management</li> <li>5. Change &amp; Release management</li> <li>6. Self Service</li> <li>7. Mobile Accessibility</li> <li>8. Ready Reporting</li> </ol>	<b>Key Features:</b> <ol style="list-style-type: none"> <li>1. Cloud</li> <li>2. On-premise</li> <li>3. Service Catalog</li> <li>4. Asset Management</li> <li>5. Incident Management</li> <li>6. Change &amp; Release management</li> <li>7. SLA Management</li> <li>8. Self Service</li> <li>9. Mobile Accessibility</li> <li>10. Ready Reporting</li> </ol>	<b>Key Features:</b> <ol style="list-style-type: none"> <li>1. Cloud</li> <li>2. On-premise</li> <li>3. Asset Management</li> <li>4. Incident Management</li> <li>5. Change &amp; Release management</li> <li>6. SLA Management</li> <li>7. Self Service</li> <li>8. Mobile Accessibility</li> <li>9. Ready Reporting</li> </ol>
<b>Costs:</b>  <p style="text-align: center;"><b>\$\$</b></p>	<b>Costs:</b>  <p style="text-align: center;"><b>\$</b></p>	<b>Costs:</b>  <p style="text-align: center;"><b>\$</b></p>	<b>Costs:</b>  <p style="text-align: center;"><b>\$\$\$</b></p>	<b>Costs:</b>  <p style="text-align: center;"><b>\$\$</b></p>
<b>Additional Features:</b> <ul style="list-style-type: none"> <li>- Manage relationships between business services and technology</li> <li>- Configuration management</li> <li>- Integrated with 100+ third party products</li> <li>- Service Automation platform</li> <li>- Drag &amp; Drop graphical designer</li> </ul>	<b>Additional Features:</b> <ul style="list-style-type: none"> <li>- In-Built CMDB</li> <li>- Network Performance management</li> <li>- Purchase &amp; Contract management</li> <li>- Project / Task management</li> <li>- Timesheet management</li> <li>- Multiple Channel Support including chat</li> <li>- Knowledge Management</li> </ul>	<b>Additional Features:</b> <ul style="list-style-type: none"> <li>- Vast number of supporting tools for monitoring including security</li> <li>- Network Performance management</li> <li>- Large technology coverage</li> <li>- Audit Support</li> <li>- Self Healing options</li> <li>- Software Distribution</li> </ul>	<b>Additional Features:</b> <ul style="list-style-type: none"> <li>- Vast number of additional tools providing seamless integration</li> <li>- Also linked to CA's security and backup tools</li> <li>- Good integration with Microsoft tools</li> <li>- Standard ITIL principles apply</li> </ul>	<b>Additional Features:</b> <ul style="list-style-type: none"> <li>- Management of life cycle of assets up to decommission</li> <li>- Data reconciliation and rules based Software license compliance engine</li> <li>- BMC Atrium CMDB</li> <li>- Workflows</li> <li>- Advanced collaboration options</li> </ul>



# Thank You

## Our Values

- Think & Care about Customer's Investment
- Predictable Delivery Every Time since First Time
- Passionate about Desired Outcome

[www.skill-mine.com](http://www.skill-mine.com)  
[info@skill-mine.com](mailto:info@skill-mine.com)

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