How SEiT took their ITSM strategy to the next level with InvGate

+2000 End users

1800 Requests per month

30 Agents

250 Servers

Figures achieved with InvGate

Great improvement in customer response	SLA compliance and monitoring	Greater visibility into the management and allocation of requests

Challenges

- SEiT used a free ITSM tool with limited options
- The team's involvement in delivering solutions was not ideal.
- They needed more customization in the generation of reports.

Goals

- Increase team participation in solution delivery
- Execute more ITSM and ITAM capabilities
- Ensure business continuity
- Create custom reports to detect important KPIs for clients

Actions

- Implementation of InvGate Service Desk
- Implementation of InvGate Assets

Results

- Better response to customers
- SLA compliance and monitoring
- Greater visibility into the management and allocation of requests

"InvGate allows us to monitor and meet service level agreements (SLAs)."

Rolando Ahubert Jalaff
Services Manager

invgate

What made you decide to find a new tool?

We were using a tool in its free version and it was quite limited. We were able to execute basic Change Management tasks, but the team's involvement in delivering solutions was not ideal.

What other help desk and asset management tools did you consider?
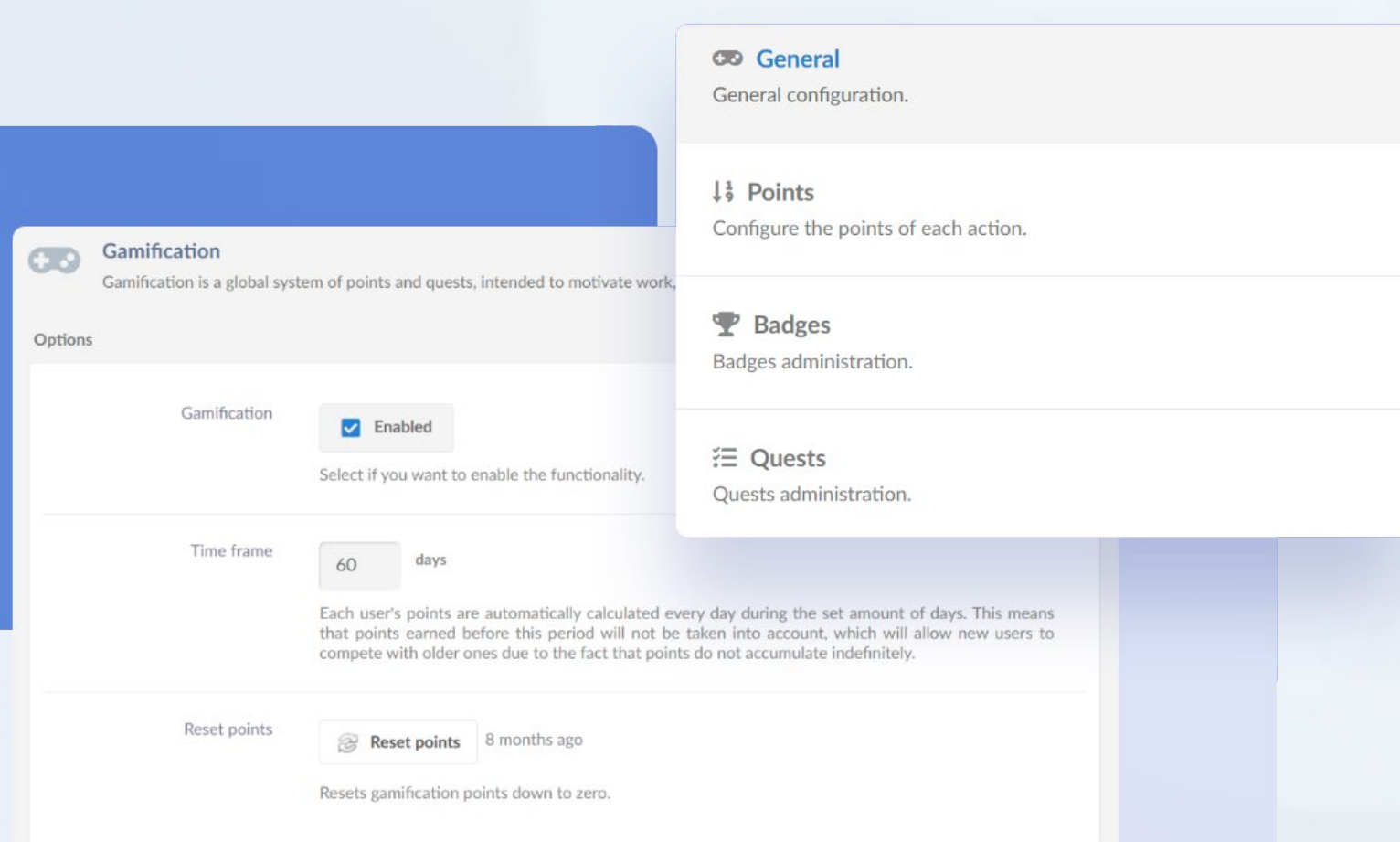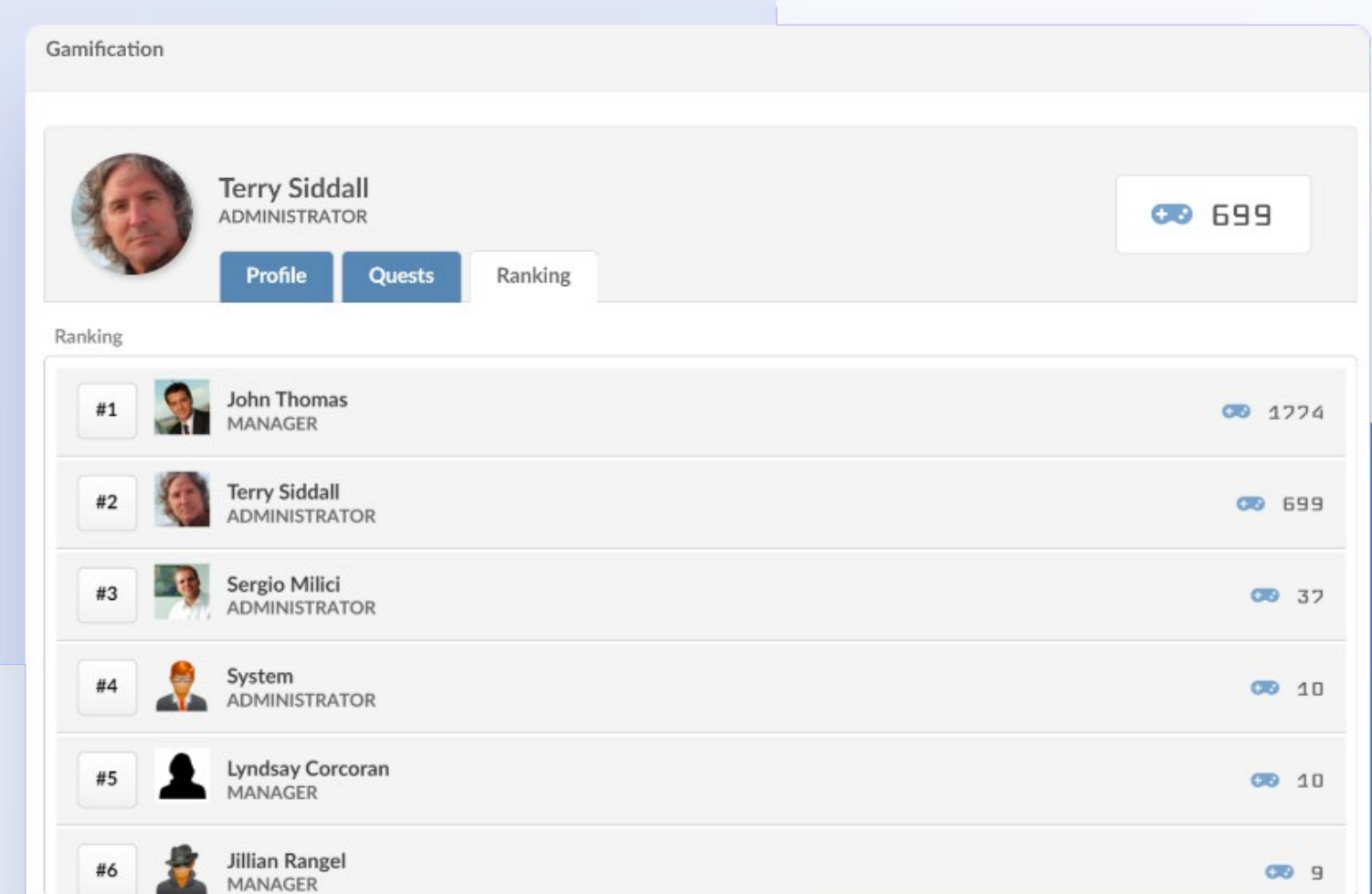
ManageEngine, LogMeIn and GLPI.

How were you managing IT assets before you had InvGate Assets?

With FusionInventory for GLPI and LogMeIn Central.

What made you choose InvGate over other providers?

I can highlight three main reasons:
1. They have a local seller in Chile who advised us very thoroughly
2. We were interested in the Gamification functionality
3. The demo of the tool left us very satisfied

For InvGate Service Desk, how did you decide that the cloud model was right for you?

Mainly due to business continuity issues and because the cost was lower in cloud mode. Additionally, it streamlines the deployment of updates provided by InvGate.
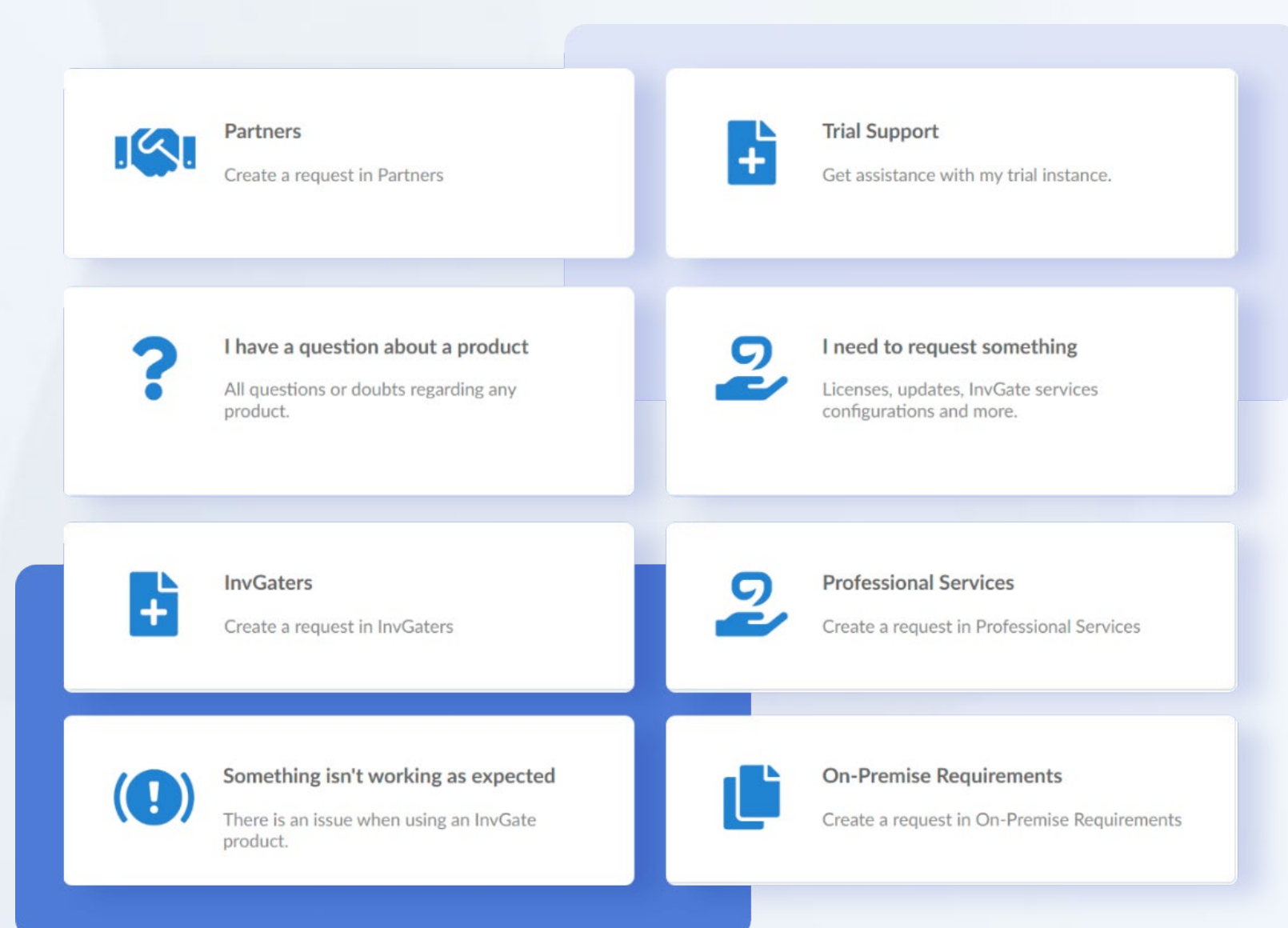
Why should other organizations choose InvGate?

The support works well and is very fast in most cases. The implementation was quite agile and it is not a complex tool to use.

How did InvGate help you solve your IT difficulties?

InvGate helps us to better engage the team in delivering solutions to clients, so that we can provide businesses with IT stability, security, and efficiency.

Partners Create a request in Partners	**Trial Support** Get assistance with my trial instance.
I have a question about a product All questions or doubts regarding any product.	**I need to request something** Licenses, updates, InvGate services configurations and more.
InvGaters Create a request in InvGaters	**Professional Services** Create a request in Professional Services
Something isn't working as expected There is an issue when using an InvGate product.	**On-Premise Requirements** Create a request in On-Premise Requirements

What are your favorite features of InvGate Service Desk and InvGate Assets?

Having both solutions, it is very useful to view the changes in the equipment online from InvGate Assets, and view your information related to requests from InvGate Service Desk.

In addition, the management and assignment of cases in InvGate Service Desk is a very efficient way to have visibility on them, and I think that once we delve into the reports they will be of great help to obtain relevant metrics.

Lastly, I highlight custom dashboards to pay attention to key indicators.

What are your next steps with InvGate?

We would like to delve into the generation of customized reports in order to determine important metrics and KPIs for our clients.

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More info? No problem!:
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