Service Catalog

AXIOS SYSTEMS™

Service Desk & IT
Service Management
Software Solutions

Connect with Axios

Gartner Service Catalog Critical Capabilities Report

The **assyst** Service Catalog is included in the 2012 Gartner Service Catalog Critical Capabilities Report.

The Axios Service Catalog was rated highest across the ITSM vendors that were evaluated in the report, reinforcing our dedication to innovation.

Read more about how the assyst Service Catalog was evaluated by Gartner in the full Service Catalog Critical Capabilities report.

About Axios

Since 1988, Axios Systems has been committed to innovation by providing rapid deployment of IT Service Management (ITSM) software. With teams in 22 locations globally and over 1,000 successful customer SaaS and on-premise deployments, Axios is a worldwide leader in ITSM solutions.

Deliver the Services that Add Real Value

Consumer behavior and new technology are driving rapid acceleration in the growth and pace of business. In turn, these rapidly changing business demands are pushing enterprise IT to the limit. Business users want utility IT services faster and cheaper, and they want innovative new services that drive business performance and increased output to gain a competitive edge. IT departments need to be able to rapidly deploy new services, while monitoring and reporting on the adoption of these services to prove the business value and increase ROI.

To deliver services quickly and efficiently, IT departments should consider self-service portals which include an intuitive and easy-to-access Service Catalog. The solution should be easy to administer, so adding and updating services is straightforward and fast. It should also offer an attractive, easy-to-use portal for customers, to ensure optimized adoption and service ROI. The right Service Catalog will reduce call volume, ensure best practices are followed, and provide fast delivery of services that deliver value to the business and business user.

Axios's **assyst** market leading Service Catalog solves all of these challenges and much more.
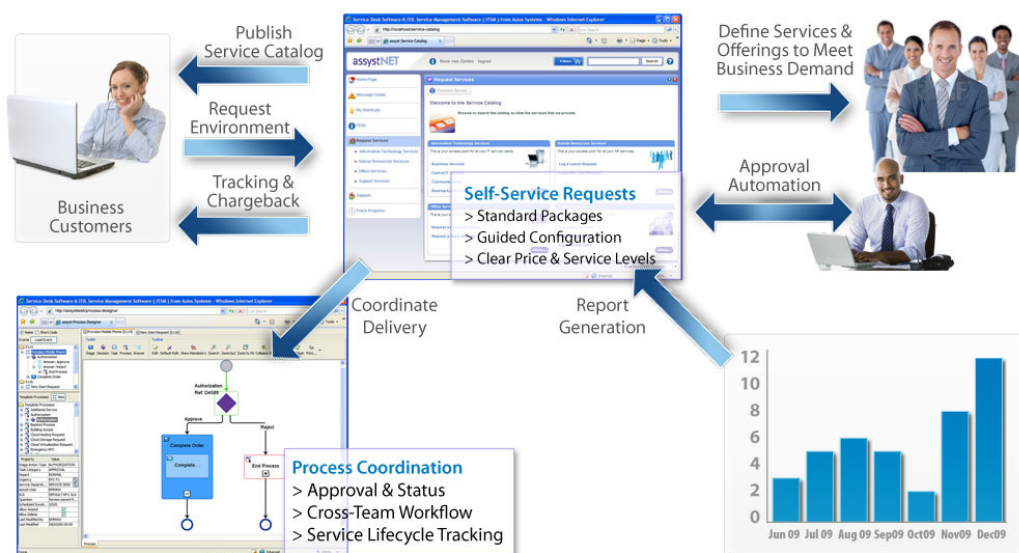
Our **assyst** Service Catalog is accessible via our **assystNET** web and mobile self-service portal. It offers business users the ability to browse services in a familiar online shopping experience. The intuitive layout enables business users to select and order the services they need to perform their role more effectively.

Our ITIL-based Service Catalog was designed to transform IT departments from technology-focused cost centers into profitable business-focused customer service teams. Founded on ITIL v3 best practices designed for ease of use for both IT and business users, our **assyst** Service Catalog can help reduce required IT resources while increasing business value and return on investment

Designed with speed of deployment in mind, our flexible and customizable Service Catalog can be adapted to the changing needs of your business and business users, fast. The ability to provision services rapidly helps IT to prove the business value they deliver.

- **Pre-defined service templates** – letting you quickly build a Service Catalog of over 1,000 created service offerings
- **Graphical Service Designer** – intuitive design tools help you create and deploy services in minutes to support the rapidly changing needs of your business
- **Simple drag-and-drop Process Engine** – selection of pre-defined workflows and straightforward drag-and-drop process and workflow functionality to reduce errors and operating costs while ensuring compliance to operational approval processes
- **Highly-customizable Form Designer** – facilitates adapting menus and screens to the changing needs of IT and the business without the need for scripting
- **Analytics** – help IT monitor and measure service delivery lifecycles to deliver the services that consistently add the most value to your business and business users
- **Demand forecasting** – predict future services demand and the financial impact. Measure against forecasts over time for even greater accuracy

The **assyst** Service Catalog empowers your business users to effortlessly request the services they need with easy access and intuitive navigation.

- **Anytime, anywhere, any device** – Business users can access the **assyst** Service Catalog via web or mobile through the **assystNET** Self-Service Portal, wherever they are
- **User Experience** – Instinctive navigation provides a familiar online shopping experience for business users
- **Graphically rich user interface** – business users can create a personalized homepage with drag-and-drop shortcuts to their favorite and most frequently used pages
- **Real-time Progress Bar** – allow users to track the progress of their individual requests for improved visibility and a more positive perception of IT
- **Search** – give customers a fast and simple way to find the services, solutions and tickets they need for even easier navigation
- **Straightforward approvals** – custom workflows allow you to customize which services require managerial approval for enhanced governance and transparency
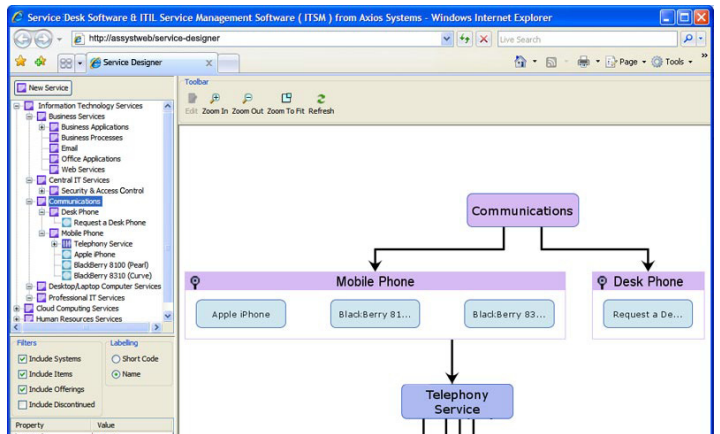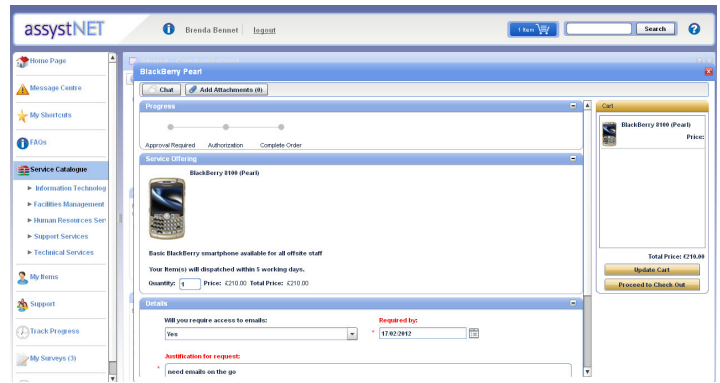
We have consistently helped our clients deliver more services that business users need, at lower costs, with our innovative Service Catalog:

"*With very little training our business users have been able to utilize a unique 'online shopping' experience and self-service facility on a fit-for-purpose platform, paving the way for future expansion that is cost effective and sustainable. Our catalog is now driven by the customer for the customer.*"

Rose Carson, Service Improvement and Engagement, Fife Council

"*Axios' Service Catalog stands out in the ITSM marketplace for Gulf News because its simple, intuitive user interface allows our business users to check on the progress of their requests, saving our IT department time and money by reducing support desk calls.*"

Nevein El Liethy,
ITIL Service Manager at Gulf News

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