Agile ITIL Software

Using our adaptive technology, you can quickly and easily make any changes you want, in order to fit the precise needs and preferences of your business.

Agile ITIL Service Desk and ITSM

Bring agility and control to your IT service operations and deliver exceptional service to customers across the enterprise with Agiloft's Agile ITIL Service Desk solution, certified by Pink Elephant.

Pre-configured to include processes for Service Requests, Incidents, Problems, Change Requests, Configuration Items, Purchase Requests, and more, Agiloft's ITIL Service Desk Suite provides everything your organization requires and guarantees success.

Jump start your service desk

Implementing a full-blown ITIL Service Desk can be a significant undertaking, and not all companies benefit from implementing the whole package. Our Agile ITIL system dramatically reduces the effort by providing an out-of-the-box, best practice ITIL solution focused on the elements of an ITIL Service Desk that provide the fastest time to value. So you can quickly implement the parts of ITIL that are most relevant to your business and simply turn off the elements that aren't yet needed, maximizing efficiency within the ITIL framework.

Whose ITIL?

Any ITIL service desk should be able to map the complex relationships between assets, people, and several kinds of requests. Many ITIL software vendors offer hard coded systems designed to fit a single purpose, often restricting the flexibility of the organizations they serve. While this may be a valid way of representing the ITIL framework, the intricacies of each configuration depend on a multitude of factors and therefore most companies require a unique ITIL system. It's best to ensure that you can easily configure the software to reflect the way *you* want to manage IT services.

This is where Agiloft shines. Using our adaptive technology, you can quickly and easily make any changes you want to fit the precise needs and preferences of your business. Agiloft was designed with the full range of functionality needed to automate any complex business process, from ITIL to SOX, and from government compliance applications to CRM. The ideas that shape ITIL's best practices are fundamentally interwoven into our product.

Save Time and Money

Awarded "Best Overall Value" three years in a row by Info–Tech Research Group.

Utilize our experience

The goal of ITIL should be to give you a more efficient, robust, and less failure-prone service system. Unfortunately, the reality is that ITIL done poorly results in a lot of burdensome processes that simply slow things down and make more work for your employees.

This is where our professional service team comes in. Our customers have repeatedly told us that one of the greatest benefits of choosing our product was the quality of advice and guidance provided by our professional services team.

We have been assisting customers with IT service management implementations for over ten years, and we have a large store of experience of what works and what doesn't.

We work with your team to understand your primary goals, then guide your team through the many structural and procedural decisions that must be made. Then we customize the application to implement those decisions. The result: a successful and efficient implementation.

Benefits

- **Our team has the proven expertise** to help you design a cost effective ITIL implementation that will provide the greatest benefit to your company.

- **Start with a best practice solution** that provides you with the full ITIL framework pre-built, and use just what you need. Agiloft is a fully integrated system that is as easy to use out of the box as any ITIL solution can be.

- **Adapts to implement ITIL your way**. Agiloft offers a flexible data model that can be rapidly customized to implement the services, relationships, and process flows that are right for your business.

- **Improve service delivery without a huge price tag**. With our rapid development platform and experienced team, we can deliver an ITIL based system quickly at an affordable cost.

For More Information

Contact Agiloft today at 1-888-727-2209, Ext. 1 or visit our product information page to learn more about Agiloft's ITIL Service Desk.

About Agiloft

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's innovative applications for Help Desk, Contract Management, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit http://www.agiloft.com.