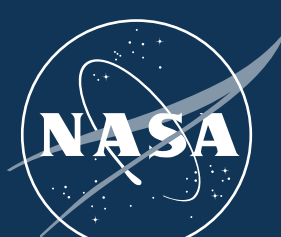


Why customers prefer InvGate over FreshService

- ✓ Step-by-step support for implementation
- ✓ Prebuilt processes to go live in no-time
- ✓ Designed to scale your operations

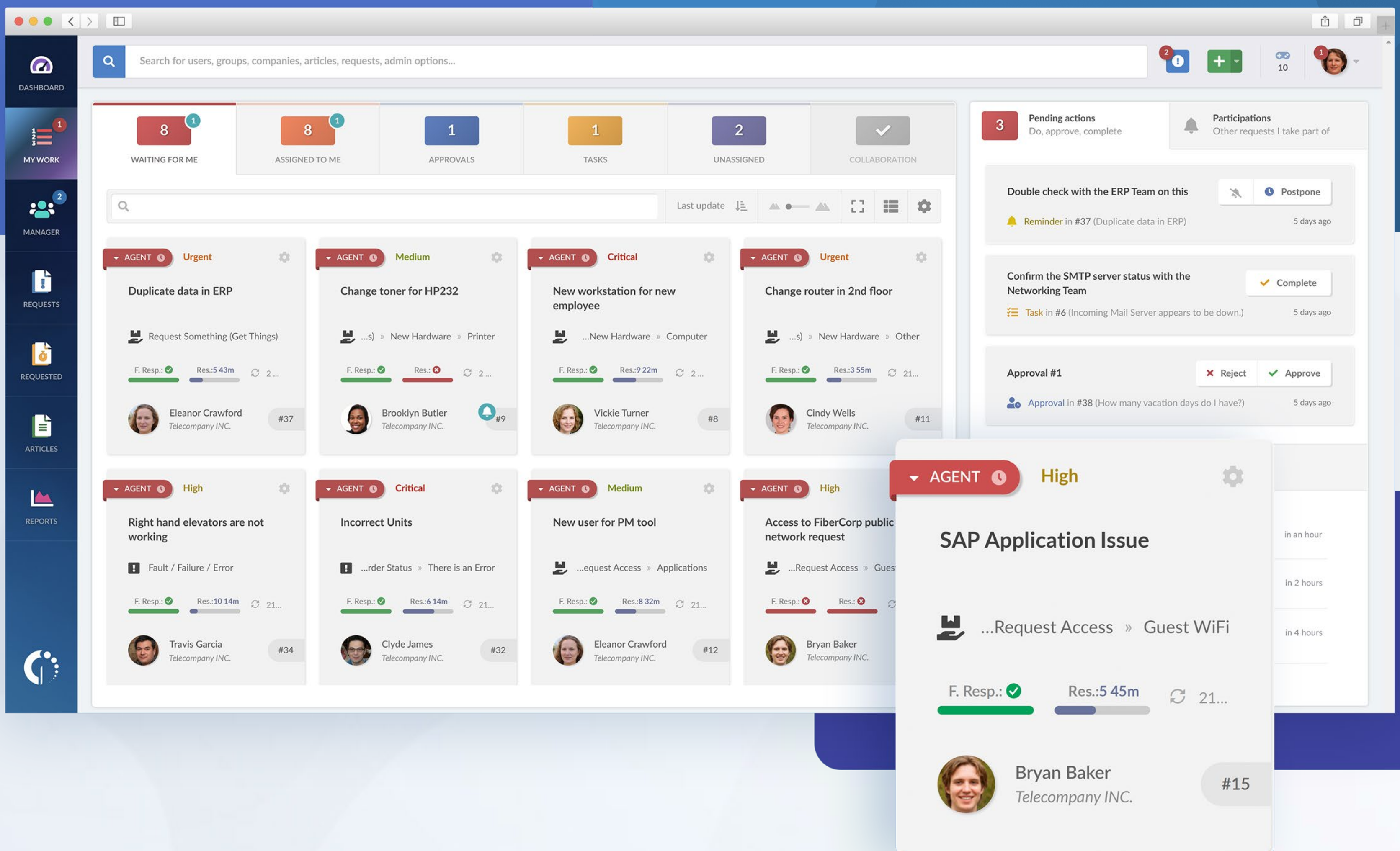


Powering the top organizations' service desks



Why choose InvGate

Improve your IT support efficiency and experience with an integrated Service and Asset Management platform.



ITIL 4 Verified Solutions



Go Live In Record Time



Intuitive Interface



High-quality Support



Integrated Asset Management
With Network Discovery

If you are looking for an ITIL verified service desk platform

InvGate Service Desk solution employs industry best practice to help your company increase operational efficiency, reduce costs, and improve the end user experience.

InvGate trademark capabilities



Service Level Agreements



Drag-and-Drop Workflow Builder



Low-code Customization

Features Built For IT Success

Improve operations and service delivery thanks to ITIL best practice processes and enablement. Make the most out of InvGate's workflow, automation, knowledge, self-service, and the built-in reporting and dashboard capabilities.

Service Level Agreements

Powerful SLAs that can be configured by region, request or assignment team. SLAs are featured in the ticket, making thresholds clear to agents and managers alike.

Flexible Ticket Assignment

Automate and execute structured work of varying complexities assigning tickets by team and or/function.

Intuitive Design

Complete structured work on-the-fly with subtasks, reminders and collaborative features. Define how you want each escalation and process to run so work flows smoothly.

Automated Tasks, Requests & Approvals

Get a SaaS solution that grows with your operations. Leverage all of our ready-to-use capabilities such as pre-built forms, workflow and automations to deliver results with low-code customizations.

Automated Incident Classification

Get better incident classification and management thanks to ITIL good-practice urgency, impact and priority calculation, while giving managers quick access to key metrics.



The Freshservice Gap

"The FreshService model is technically ITIL compliant, but difficult to configure with workflows needed for various on-boarding/off-boarding processes, and others that require work to happen in parallel instead of linear".

"Felt like we were spending more time in the ticket system documenting a ticket rather than working on an issue".



Verified Review



Verified Review

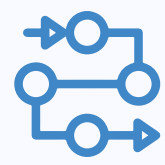
If you are craving a flexible & easy-to-use reporting platform

InvGate provides key information to improve your operational performance. Get the visibility you need to drive process improvement, with real-time reporting and easy dashboard customization.

InvGate distinctive solutions



Reporting
Across Departments



Pre-built
Processes



Dashboards
Sharing With Any User

Empower Your Support Team With Easy Reporting

Reporting and dashboards are managed separately on InvGate solutions. Reports can be scheduled and shared individually, or entire dashboards can be shared with users.

● Create & Share Reports

- Share reports with any user, agent or manager and even set up repeating schedules. Users can also opt-in to include the raw data with reports.
- Build reports across multiple metrics such as combining satisfaction and SLAs percentages.

● Create & Share Dashboards

- Create, edit and share dashboards with anyone. Dashboards can be made full-screen for dedicated displays, filtered by many dimensions, shared and exported at any time.
- Give agents pre-built dashboards and reports as well as the power to customize them to meet their goals.



The
Freshservice
Gap

Dashboards are difficult to build, customize and configure.

“One of our biggest disappointments is the client-side reporting. With a previous solution, we were able to automate reports to our clients (for metrics such as SLA, resolution time, etc). Right now, we have to run these reports and mail them out by hand. The automatic email notifications are difficult as well.”



Gartner
peer insights™

Verified Review

SLA-reports are a hassle.

“The reporting functionality is only to be used for internal reports. We had a really hard time creating SLA-reports for our customers and it's a hassle to change 100 reports if we want to add something to the reports”.



Gartner
peer insights™

Verified Review

No customization available for reports.

“I wish the reporting capabilities were more customizable. There have been a few situations where I reached out to Freshservice for support on reports I needed but found the reports were not possible.”

Software Advice™

Verified Review

Few Reporting Options.

“One noticeable weakness is the reporting system. Freshservice has roughly 20 reports, but you can't customize these in any significant way, sadly.”

techradar.

Verified Review

If you are searching for high-quality support And an easier implementation

Go-live in a matter of weeks. Depending on your complexity, number of integrations and overall size, your InvGate team will be with you each step of the way.

InvGate strong competences



Pre-built Functionalities



Dedicated Technical Support



Post-Implementation Customer Support

● Intuitive Administrator Experience

The administration panel is designed to ease the implementation process and day-to-day for managers and agents.

● Branded Self-Service

With minimal customization needed to get up and running, you can have self-service ready by just replacing a logo and updating your company name.

● Import/Export Everywhere

The settings, requests and other foundation data can be imported and exported using common file types like .xls and .csv. InvGate includes features to make it easy to import and integrate with any type of data.

● Better Implementation Support, Easier To Scale:

Invgate is focused 100% on ITSM. Our specialized customer success team works together with your team to scale your IT processes.

● Pre-built Processes

Build any process with low-code customization to better fit your needs, and implement an intuitive ticket management solution in no time.



The Freshservice Gap

The admin panel is a mess, finding what you need often requires google searches. Support is ok to a point, but they tend to yes you to death, but don't follow up when they hit a wall in troubleshooting. Account managers change out every 3-6 months and are not able to affect much change when the product isn't delivering on its promise. Lots of little annoying "why can't I do this simple little thing?" moments.



Verified Review

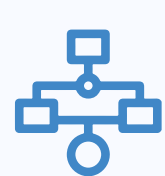
Get IT asset management fully integrated with your service desk

View of all your IT assets, software, contracts and licenses with InvGate's Discovery, Asset and Configuration solution.

InvGate signature experience



Agent & Network Discovery



Visual CMDB Data Model



IT Security Compliance

A Unified View of Your Assets

Create a unified inventory of all IT assets across workstations, servers, and mobile devices with InvGate Insight. Get up-to-date visibility of configuration management data to identify trends, patterns, and outliers in an attractive and easy to use SaaS solution.

● The Best Asset Normalization In The Market

- InvGate manages an entire application on the backend that normalizes the major mess of manufacturer information. This is a huge help to asset managers who manage a ton of complexity.

● Full History Of Each Device

- InvGate Insight stores the full history of each device which can be filtered and viewed quickly and easily.
- Tickets, requests or changes can be tracked by device using requests in Service Desk.

● Active Directory And Open LDAP

- Get the foundation data needed to start assigning assets quickly and easily.
- Integrate to your heart's content with well documented APIs.



The Freshservice Gap

Poor Asset Inventory System

"There's not a good way to manage the history of a device (repairs performed, who has previously owned the device), and there's not a good way to manage the history of users (# of devices a user has had). We lack the ability to run reports based on this data."



Verified Review

Software assets that are discovered on machines are not normalized:

"You can't do a big bulk import of your assets, you have to do them by category. They need to have unique names (but the import doesn't force this). So if you decided to name the assets something like "2017 MacBook Pro", then you'll have problems because the asset data uses the name as the unique identifier."



Verified Review

The asset system was too simplistic for us to use.

"You have to create a custom field if you want to define tickets by location. This causes issues for techs that service multiple buildings because they can't easily determine where they have more/fewer tickets."



Verified Review