invgate

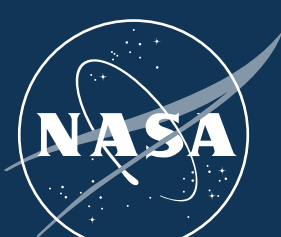# Why customers prefer InvGate over JIRA

- ✓ Built for service management
- ✓ Prebuilt processes to go live in no-time
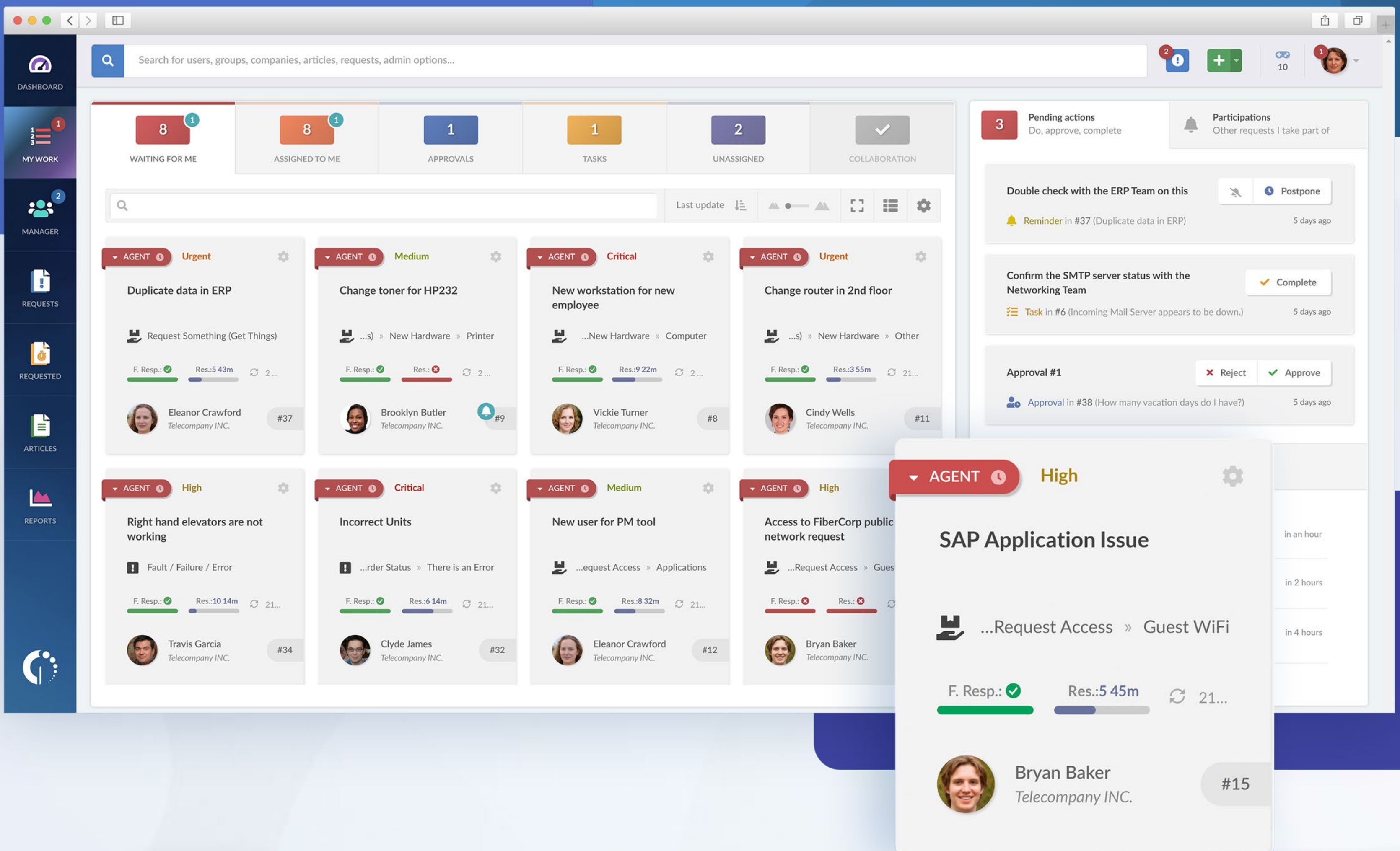- ✓ Simple licensing

High Performer SPRING 2021

Software Advice FRONT RUNNERS 2021

Easiest Setup SPRING 2021

Powering the top organizations' service desks

KPMG   NASA   Coppel   pwc   Allianz ⑪   ⊕ TOYOTA

Why choose InvGate

Improve your IT support efficiency and experience
with an integrated service and asset management platform.

One license with all the features you need

Built for service management

Intuitive Interface

High-quality Support

Integrated Asset Management With Network Discovery

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If you are looking for a service desk solution built specifically for service management

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

InvGate Trademark Capabilities

Quick Return of Investment	Easy Licensing	Low code customizations

Features built for it success

Focus on IT service management

Integrations, improvements, and product roadmap dedicated to making your job easier.

Pre-built processes

Build any process with low-code customization to better fit your needs and implement a complete ITSM solution in no time.

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.

One license, all the features

Everything you need for ITSM in one place. No hidden costs just two products for everything you need

The best UI

The interface presents all the information you need to make quick decisions and reach resolution faster.

The JIRA Gap

"The basic version is not very useful, extra plugins for very basic features needed, and making it GDPR compliant is quite a hassle."

"Atlassian is switching from the classical Jira software for managing development teams to full-service management, and while it can happen, the current solution is very immature. It may work for very simple/basic teams, but lacks essential features of OOB. Theoretically can be customized, but, at least the cloud solutions have many limitations. Also, it has a confusing development /customization environment that does not help."

"For some features, you need to get a plug-in. For example, if you want to integrate MFA, you have to pay an extra fee. If you are going to import or export from Excel, you still need to purchase a plug-in. If you don't do the design right from the start, you can be overwhelmed with code errors."

Gartner peerinsights

Verified Review

Gartner peerinsights

Verified Review

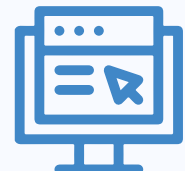Gartner peerinsights

Verified Review

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If you are looking for an ITIL v4 verified Service Desk platform

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

InvGate Strong Competencies

Pre-built Processes

Agent-focused Design

Automations & Workflows

Features built for it success

Flexible 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 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.

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.

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.

The JIRA Gap

"Jira service management has no automation rule on server variant which helps in achieving more customization"

"Non-Service Desk Users lack access. Configuration really requires the Automation for Jira plugin to create adequate rules. The workflow designer and general administration are good for customization but have an inconsistent UI and are unnecessarily complicated. Really, they are complicated. I suspect this is due to Atlassian constantly pushing training courses."

G2 Verified Review

G2 Verified Review

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If you are looking to empower your support team

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

InvGate Distinctive Solutions

Drag-and-Drop Workflow Builder

Easy-to-use Reporting

Dashboards Share With Any User

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.

Flexible ticket assignment

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

Clear 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.

Create & share reports

— Share reports with any user, agent, or manager and set up repeating schedules. Users can also opt-in to include the raw data with reports.

— Report on any data and 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 JIRA Gap

"Creating custom dashboards and adding pie chart representations are a bit complex. If a user has a lot of tickets, then they start to have trouble finding the old one even with the proper title and categorization. Other than that, it works great."

"Creating detailed analysis of data is yet to be streamlined and creating a graphical analysis of data is still a very arduous task with Jira. It is extremely difficult to create a custom dashboard with Jira Service Management. Although there has been some improvement on this front, it is still very twitchy."

"Jira can be a big pain for a large user base who need training on the product. Software and Service are separate products (i.e. no SLAs in Software) No tools to help keep things tidy in the background (e.g. remove unused fields, workflows, screens, etc)"

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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 CMBD Data Model

IT Security Compliance

A unified view of your assets

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.

The best asset normalization in the market

— Low-cost discovery options and simple licensing thresholds make managing assets easy."

Agent and network discovery

— 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 JIRA Gap

"Very immature solution, need plugins to provide basic usability and basic service management features, which increases the cost because plugins pricing is based on total cloud users, not only service managers. Assets database (CMDB) is not properly integrated and with many missing features yet"

"Jira Service Desk doesn't appear to have any good asset management integrations. It's expensive to get AD integration so my users can access the self-service portal."

Gartner peer insights   **Verified Review**

G2   **Verified Review**

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