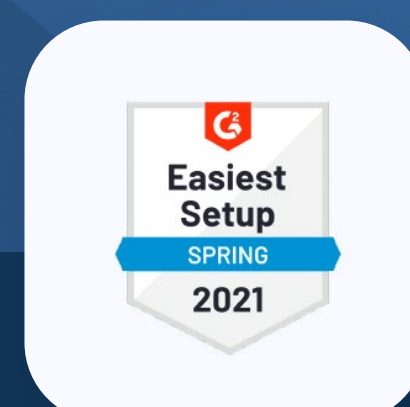
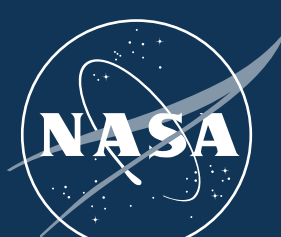


Why Customers Prefer InvGate Over ServiceNow

- ✓ Step-by-step Support for Implementation
- ✓ Prebuilt Processes to Go Live in No-time
- ✓ Get Positive ROI Fast With Simple Licensing

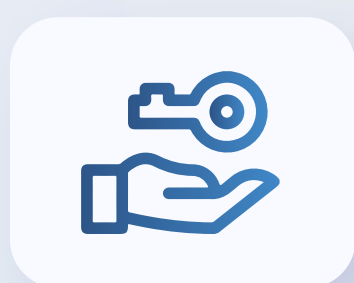
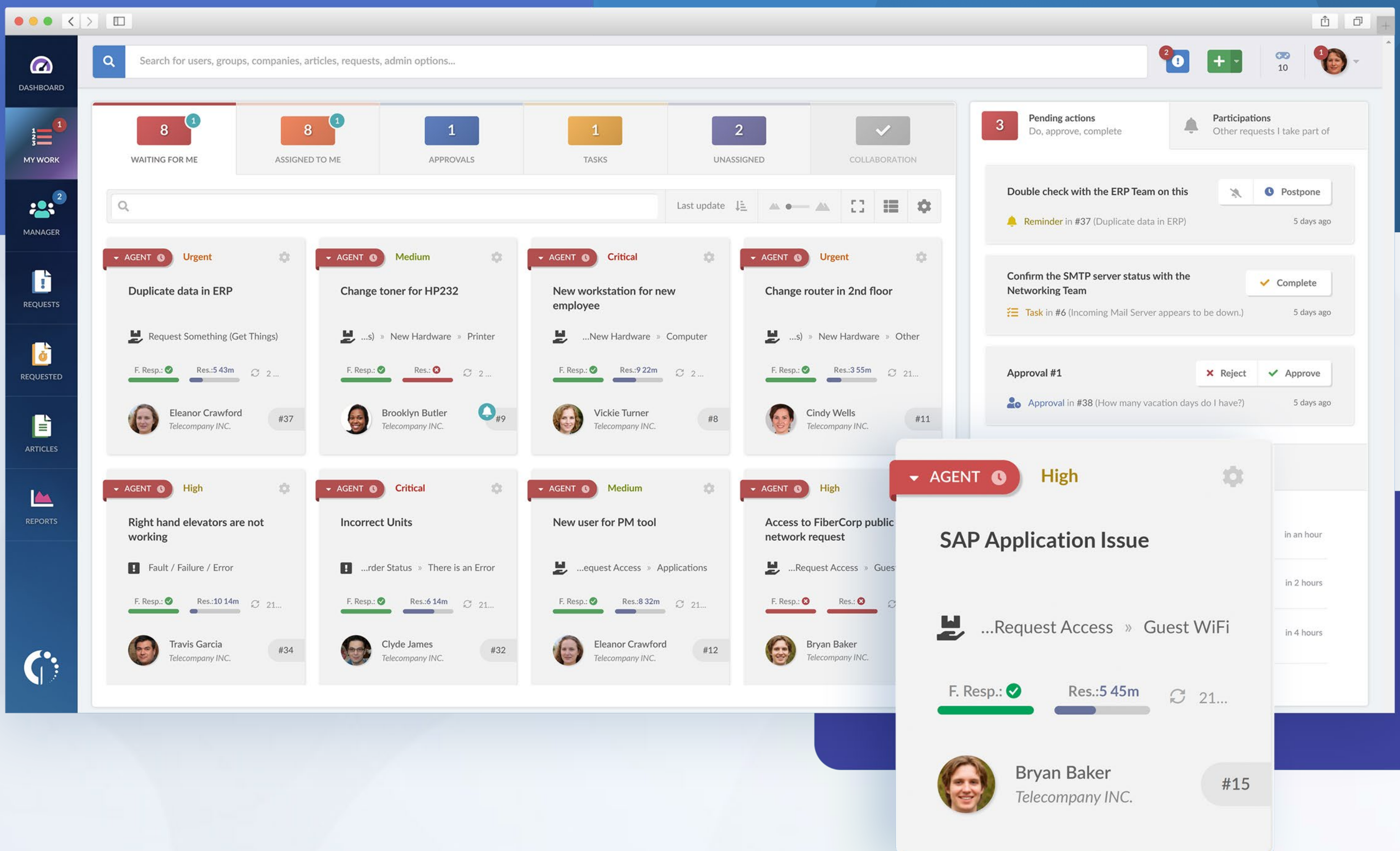


Powering the top organizations' service desks



Why choose InvGate

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



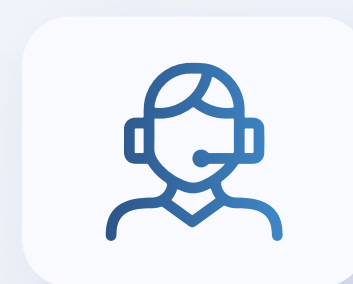
Simple Licensing - One license with all the features you need



Go Live In Record Time



Service Management Built For IT First



High-quality Support



Intuitive Interface



Integrated Asset Management With Network Discovery

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 competencies



Quick Return of Investment



Easy Licensing



Pre-built Processes

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.

● One License, All The Features

No license is required for approvals or to access reports. Pay for the licenses you actually need for your staff.

● Intuitive Administrator Experience

The administration panel is designed to ease the implementation process and day-to-day changes for administrators.

● 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.

● 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.

● 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.

● 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.



The ServiceNow Gap

"Been using the product for over 11 years and have seen it grow greatly, however, the new licensing model is making it more and more difficult for us to justify cost vs capability. Look at the long-term in regards to commercials, talk to other customers first and be aware, sales teams are different to product teams"

"The initial phases of working with this system was fine and smooth. But as the workload and process load increases the integration and the working system flow bugs and shuts down quite frequently. The API integration was smooth but the system, later on, failed to deliver its promise of achieving real-time sustenance. Moreover, the support team didn't have any solution to our problems. Some of my inputs used to get lost in the system without any response, It froze quite regularly. Overall, the system works smooth and fine for simpler systems and delivers satisfactorily to its religious values."



Verified Review



Verified Review

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

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

InvGate trademark capabilities



Agent-based Licensing



Agent-focused Design



Easy to use Reporting

Features built for IT Success

● Automate Work

Customize workflows and structured work on the fly to deliver the best experience.

● Focus on IT

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

● The Best UI

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

● 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.



The ServiceNow Gap

"Not very impressed with the setup and overall performance. It is not user-friendly, not easy to navigate and find services you need, no proper support, and the program crashes frequently. I always needed IT assistance to complete the requests. The product details and specifications were very technical, not easy to find."



Verified Review

"The sales and engineering teams aren't aligned so what was promised (which caused us to buy the product) vs what was being engineered were different. Getting the two teams on the table was impossible. We had to request a change in the engagement manager because it almost appeared as if there was a conspiracy to extract as many resources out of our organization as possible while delivering the least possible capability."



Verified Review

"The overall experience is quite a poor one, it is a very poor user interface with a harsh and field heavy interface feeling more like using excel rather than a nice easy to use modern interface. It provides a lot of functions but as mentioned not a great experience using them."



Verified Review

If you are looking for a complete asset management and discovery solution

View of all your IT assets, software, contracts, and licenses with InvGate's discovery, assets, and configuration solution.

InvGate signature experience



Agent & Network Discovery



Visual CMDB Data Model



Open API Integration

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.

● Agent and Network Discovery

- Low-cost discovery options and simple licensing thresholds make managing assets easy.
- 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 ServiceNow Gap

“Asset scanning and software license compliance stop working whenever there is a new update in the product version. Even after you update the version, most of the time things don't work and then we have to again keep asking for help from their support team. Any updates in the version available, they never mention what all things it will impact in your configuration.”

“IT asset management is not so efficient. All the assets are listed under different categories of IT and Non-IT and are not available under single filters. Reports are also not well developed for this. Have to run a new query for any new requirement in reports.”



Verified Review



Verified Review