



InvGate
Service Management



★★★★★ 4.8
on Gartner Peer Insights

On-premises

Cloud

The most flexible no-code Service Management solution

Drag-and-drop workflows, multiple SLAs, AI capabilities, custom dashboards, and more. A tool that is best-in-class for IT... and beyond.

Why choose InvGate

- ✓ **Fast implementation** – Go live faster with pre-built processes and no-code customizations.
- ✓ **Lower Total Cost of Ownership** – Scale without hidden fees, automation caps, or licensing surprises.
- ✓ **AI in the service of support teams** – Save time for your team and end-users with pragmatic AI-powered capabilities.
- ✓ **Unencumbered user experience** – Lower service team ramp time and double employee adoption with a clean and easy interface.

Trusted by leading organizations across the globe



Recognized by the best in the industry



A future-proof Service Management solution

A pragmatic approach to AI

- 📦 **Reduce Mean Time To Resolution** with solution recommendations and smart suggestions for escalation and collaborators.
- 📦 **Minimize service disruptions** by identifying and addressing major incidents and problems early.
- 📦 **Accelerate agent ramp-up time** with recommendations based on your knowledge base and previous tickets.

 **AI HUB**

- ✓ AI-Improved Responses
- ✓ Knowledge Article Generation
- ✓ Ticket Summarization
- ✓ Expert Collaborator Suggestion
- ✓ Smart Request Escalation
- ✓ Solution Recommendation
- ✓ Major Incident Detection
- ✓ Common Problem Detection
- ✓ Predictive Risk and Impact Analysis

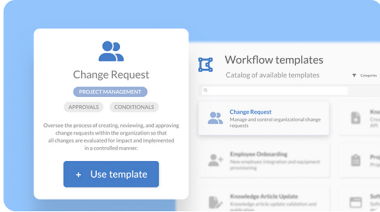
Drag, Drop, Done. Your new workflow builder

Design and automate processes easily. Tailor InvGate Service Management with no-code customization to better fit your needs and implement an intuitive solution.



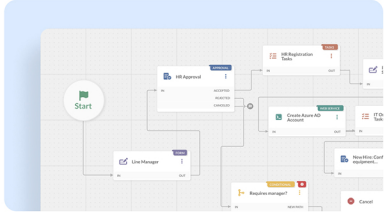
Drag-and-drop builder

Create workflows in minutes without the need for code.



Customizable templates for ESM

Implement processes faster with pre-built templates for HR, Finance, and other teams.



Enterprise-wide workflows

Break operational silos across departments, and create unified service practices.

Power up the tools you already use
InvGate Service Management integrates with:



Collaboration at scale

Bring teams together with adaptable tools that connect departments and enable fast collaboration.

- 📦 **Unified service catalog**
Build a one-stop solution for all service requests.
- 📦 **Shared dashboards**
Offer visibility into progress and metrics across teams.
- 📦 **Seamless integrations**
Integrate smoothly with your tech stack to foster team collaboration.

Learn more about the best Service Management tool out there

Scan the code for a personalized demo.

