

Microsoft-centric ITSM software for growing businesses

ALVAO



About us

At ALVAO, we help companies better organize internal departments and manage relationships with users of in-house services. We develop intuitive software for Enterprise Service Management that you can easily master, while providing the full comfort of advanced features and customizations.

ALVAO



“We help customers manage IT
gladly!”



AGENDA

- WHY DID ITIL NEED AN UPDATE?
- THE ITIL UPDATE PROGRAMME
- KEY CONCEPTS IN ITIL 4
- ITIL 4 PRACTICES

QITIL

ALVAO

We support various sectors



Manufacturing



Financial Services



Retail



Health



Education



Public Sector

Certificates and awards



ERP (MS Dynamics, SAP, etc.)

Development

Production

Sales

Services

Enterprise Service Management Platform (ALVAO)

in-house / at home / external / subcontracted



IT



Facilities
Mgmt



Fleet
Mgmt



Human
Resources



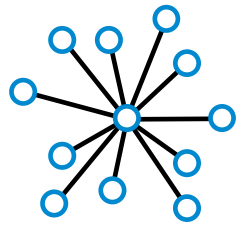
Purchasing



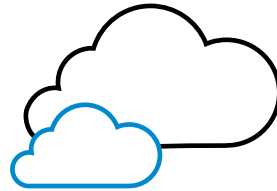
Security
ISO 27000

Success

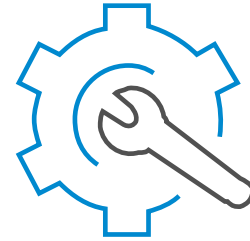
Why ALVAO



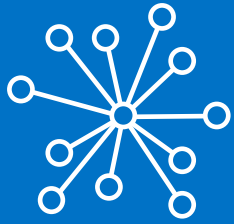
Microsoft
Platform



Growing
with needs



Global
Best Practices



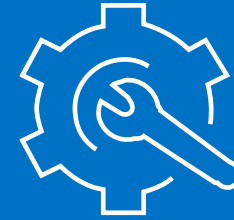
Microsoft Platform

Thanks to the system's full integration into the Microsoft platform, no duplication is needed. You can use the application directly in Outlook.



It grows with your needs

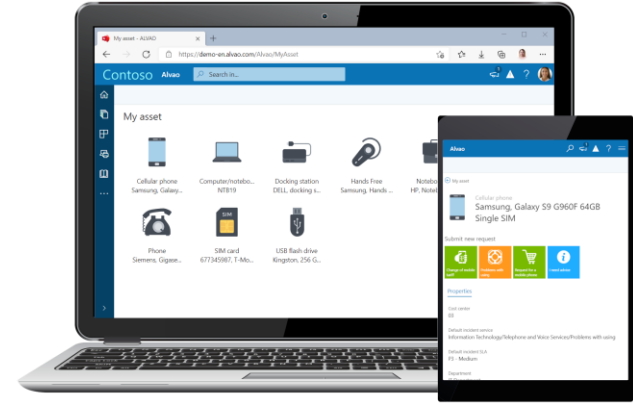
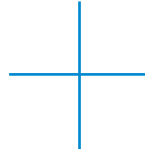
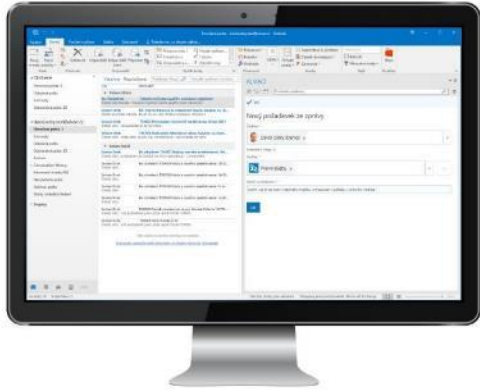
ALVAO is easy to deploy and adjust to the process maturity of your business.



Global Best Practices

Our solution has won prestigious ITIL Process Management Certification from Axelos and Pink Elephant.

ALVAO is a comprehensive system



Service Desk

One point of contact to speed up request resolution and help solution team tasks.

Asset Management

One single reliable source of information concerning all company assets.

Enterprise service Management

Enterprise service management (ESM) is the means to provide staff with services throughout the company in line with IT management good practices proven over decades. ALVAO provides a platform through which all service departments can better manage their work.

ALVAO

