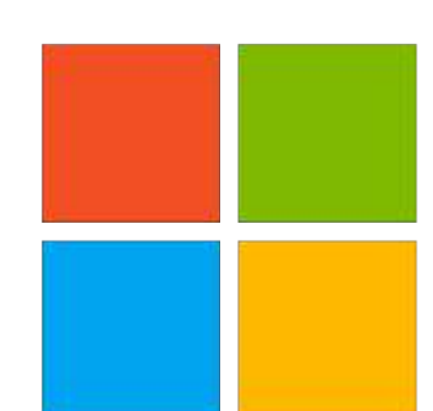




**ALVAO**

ITSM toolset designed for



**Microsoft 365**

# Table of Contents

- 1 ALVAO at a Glance
- 2 Asset Management
- 3 Service Desk
- 4 Contact



1

# ALVAO at a Glance

ITIL-certified solutions shorten the time you need to register assets and solve user issues. Your IT department will become a true partner to your business – ITSM automates routine processes, helps you organize the IT team's work, and lets you focus on key projects.

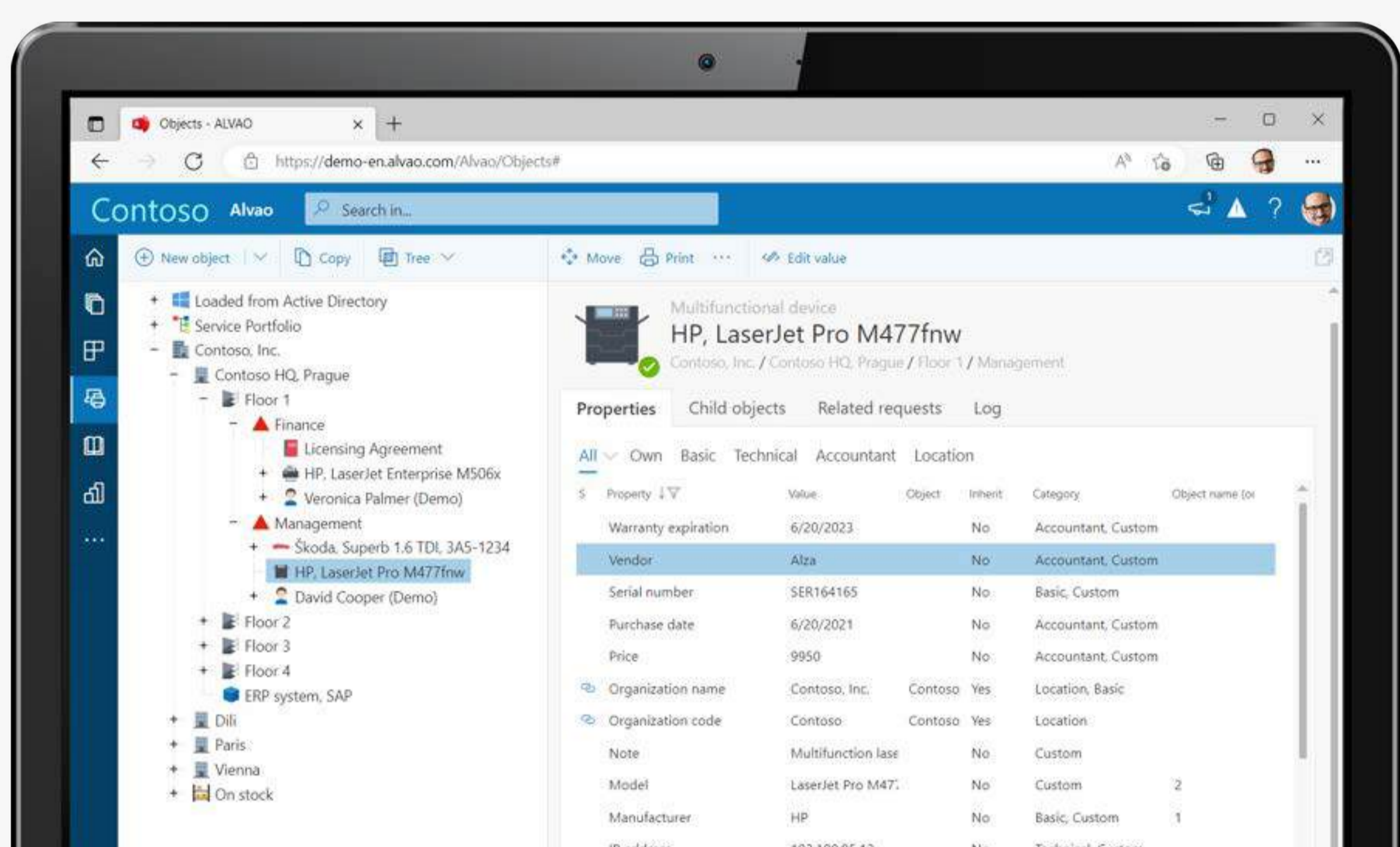
# ITSM & ITAM Solution on one platform

ALVAO provides you with two standalone products: Service Desk & Asset Management. While each of them represents a mature solution on its own, it's the integration of the two products where ALVAO really shines.

## Asset Management

### Asset overview and lifecycle info available in few clicks

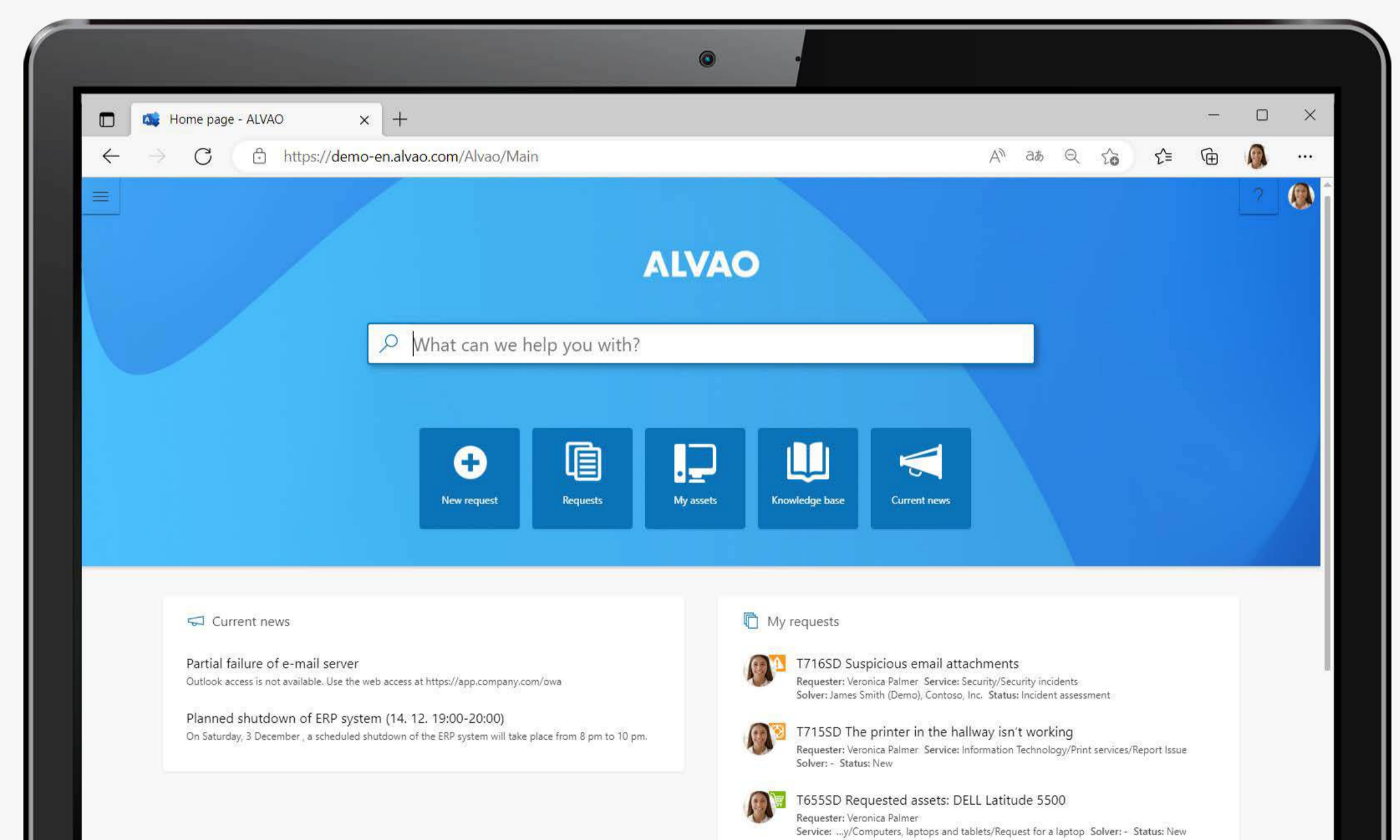
Forget about dated Excel spreadsheets and confusing property records. With Asset Management, you know exactly what assets you have, who is responsible for each and where they are located. Get an overview of every device from acquisition to disposal, all the info in one place.



## Service Desk

### Save time and work in (and beyond) your IT department

Our ITIL-certified Service Desk brings all requests and messages together via a single point of contact. No more scattered emails or phone calls. Requests from the whole company are automatically categorized and routed to the right solvers. Maximize your department's potential.



### Benefits of an integrated solution go beyond what you expect from Asset Management & Service Desk:

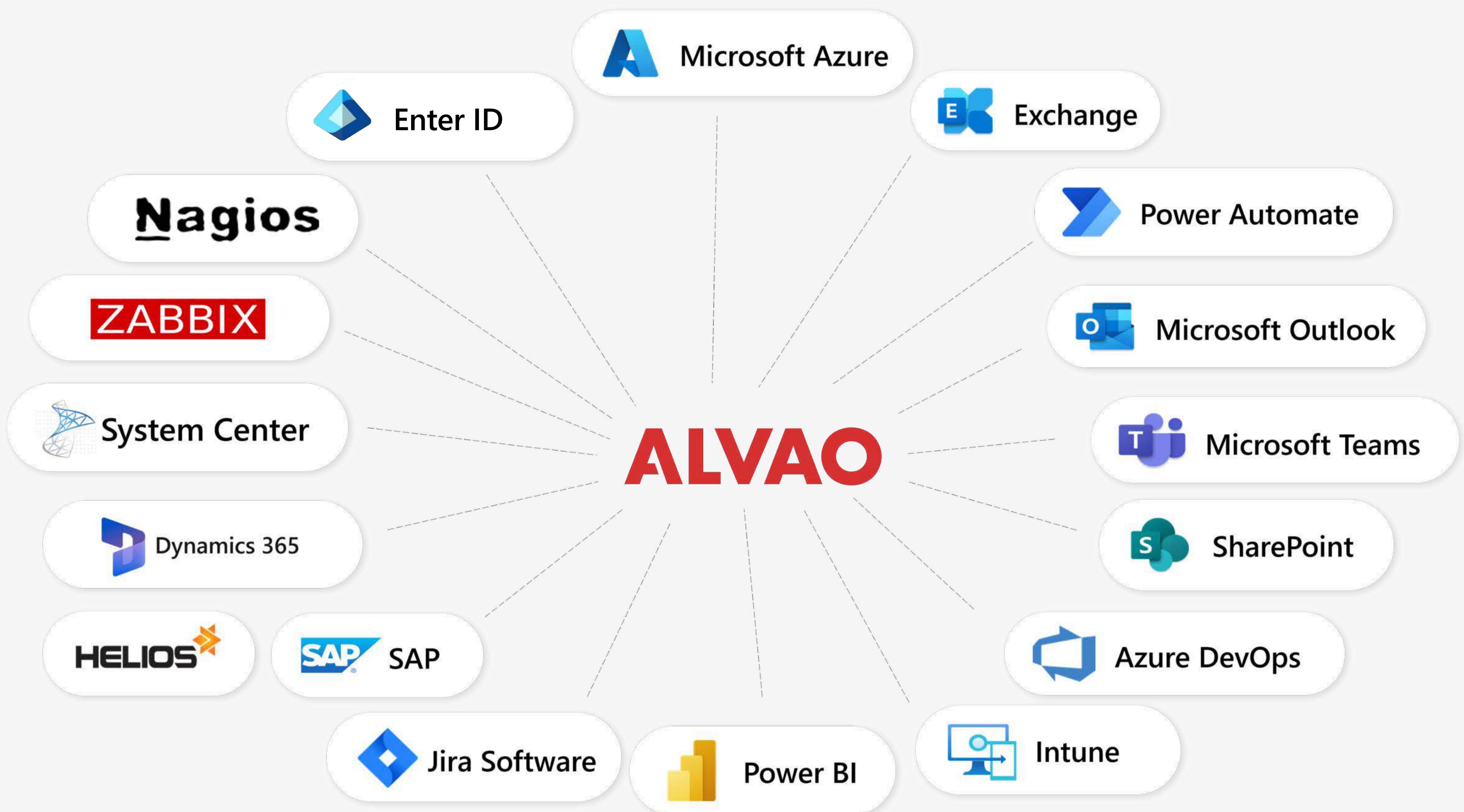
- ✓ Intuitive user interface known from Microsoft 365.
- ✓ Managing complex workflows such as starters/leavers.
- ✓ Having a clear visibility of breakdown rate and how it affects the IT workload.
- ✓ Plan and make strategic decisions based on a clear understanding of IT spending and cost.

ITSM & ITAM are two closely related areas. Having separate systems for each causes friction. You need to constantly switch between applications while providing your employees with IT support, navigating through complex workflows, searching for a root cause of problems, or planning an IT budget.

Taking advantage of these synergies allows you to provide your employees with better support and showcase to your management that IT is a key contributor to the business.

# Tuned for Microsoft 365

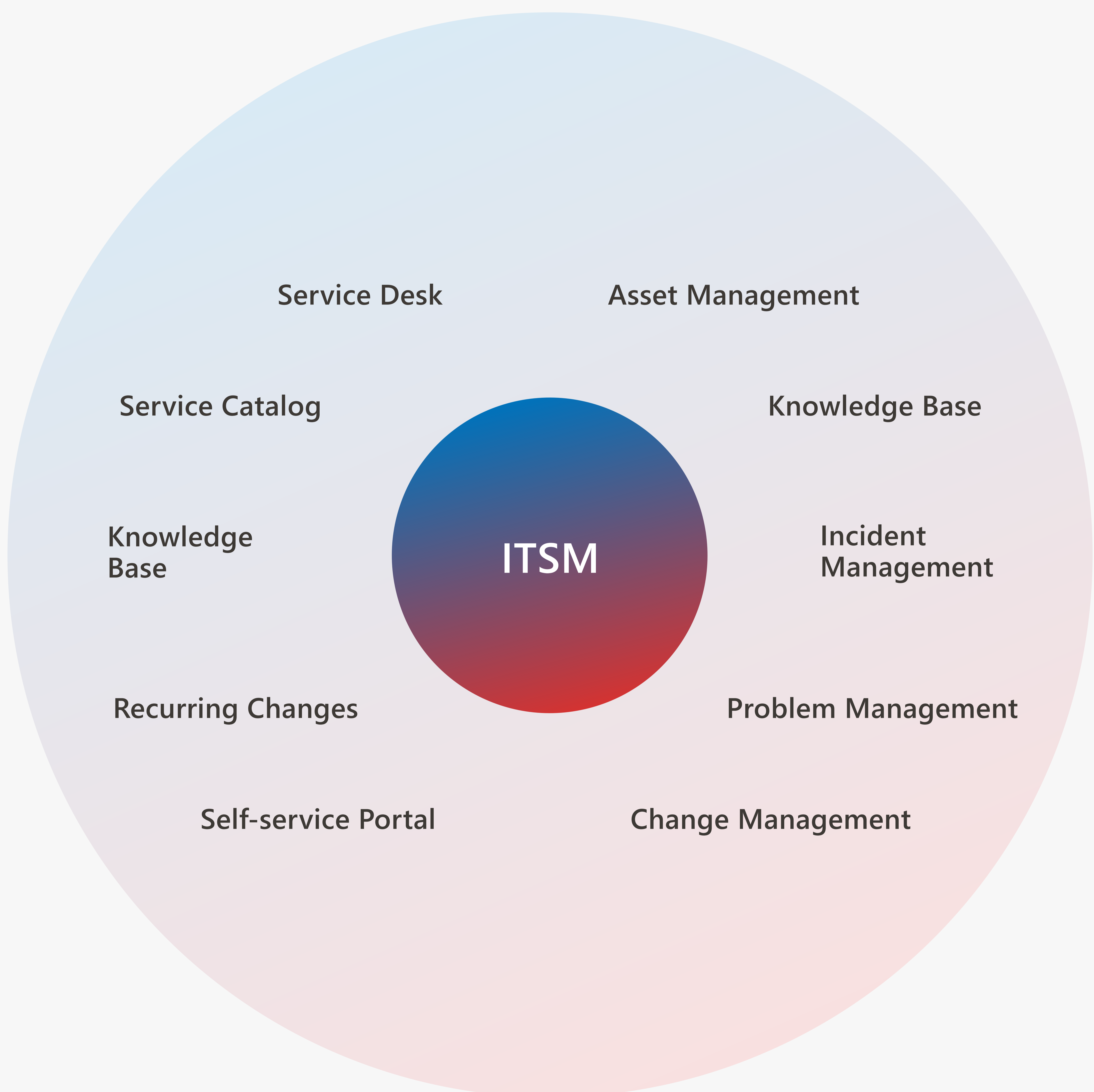
Maximize the value of your investment 100% into Microsoft. ALVAO and Microsoft 365 work together seamlessly, enabling IT team to integrate ITSM/ITAM with popular tools such as Outlook, Teams, Intune, Single sign-on, SCCM, Azure DevOps, or Power BI.



- ✓ Microsoft look and feel speeds up the user adoption process, removing the pain of learning a new interface.
- ✓ Open a ticket or handle IT support in familiar tools like Outlook and Teams. All communication is done, tracked and accessible from any of the company preferred communication tools. No need to go to Service Desk to raise or solve a ticket.
- ✓ Make life easy for your staff and safe for the company with a single sign-on.
- ✓ Store data in the most secure cloud – Microsoft Azure in your preferred location.

# How ITSM streamlines your organization

The ALVAO ITSM tool functions as one big funnel – all the incoming IT requests and subsequent resolution steps stay together in one ITSM tool. Requests, incidents, and changes aimed at the Service Desk point of contact give you a clear overview of what is happening and the complete asset management records tell you what is involved, where, and why.



# Benefits of combining Asset Management & Service Desk – better together



## Virtualized asset-to-asset linkages – CMDB

Each change or incident gives you an updated overview of the affected IT infrastructure with just a few clicks.



## Automated processes

Establish a smooth starters/leavers process that keeps IT, HR, Facility, and supervisors in the loop by creating automatic requests for the relevant teams.



## Object-oriented requests

Get a full overview of the history of any device with all repairs and installed licenses from Asset Management directly within a new request in Service Desk.



## Failure rate analysis

Analyze quickly what went wrong with a failure rate analysis that shows you exactly whether issues have been reported with the device, how many, which, and when.



## Data reporting

Investigate the most frequent incidents and analyze trends and make informed decisions insight from both Asset Management, Service Desk and their relationship – a complete overview of everything that interested you and top management.



# AI-powered IT Service Management with ALVAO

Experience a new generation of ITSM powered by artificial intelligence to maximize service efficiency and free your team from the limitations of legacy IT tools.





## I can not access to the intranet

T1408SD

Requester: [Veronica Palmer](#) Solver: [James Smith](#) Status: [New](#)

Current target/due date: First response/04/20/2024 04:20 PM

Communication

General

Workflow

Assistant



Major incident score: **96 %**

- Incident is similar to:
  - [T1405SD I can't log into the network \[94%\]](#)
- Incident is relates to critical assets:
  - [acc-server \[99%\]](#)
- There are 3 similar incident in the last 48 hours:
  - [T1395SD Intranet not available \[92%\]](#)
  - [T1399SD SharePoint crashing \[90%\]](#)
  - [T1391SD The network is crashing all the time \[89%\]](#)
- There are changes on the related assets:
  - [sql-server \[50%\]](#)
  - [Azure internal resources \[0%\]](#)

# Detection of major incidents

Proactively identify similarities between the latest incidents and changes in IT infrastructure to quickly detect critical issues and major incidents.



## I can not access to the intranet

T1408SD

Requester: [Veronica Palmer](#) Solver: [James Smith](#) Status: [New](#)

Current target/due date: First response/04/20/2024 04:20 PM

Communication

General

Workflow

Assistant



- Incident is relates to critical assets:
  - [acc-server \[99%\]](#)
- There are changes on the related assets:
  - [sql-server](#)
  - [Azure internal resources](#)
- There are services with bad health:
  - [acc-server \[99%\]](#)
  - [sql-server\[50%\]](#)
  - [Azure internal resources \[0%\]](#)
  - [Azure subscription \[0%\]](#)
  - [Azure \[0%\]](#)

## Root cause analysis

In the event of an incident, AI Assistant performs an in-depth root cause analysis across affected services and devices. This makes it easier to identify the likely cause of the problem and resolve the incident faster.



## I can not access to the intranet

T1408SD

Requester: [Veronica Palmer](#) Solver: [James Smith](#) Status: [New](#)

Current target/due date: First response/04/20/2024 04:20 PM

Communication

General

Workflow

Assistant

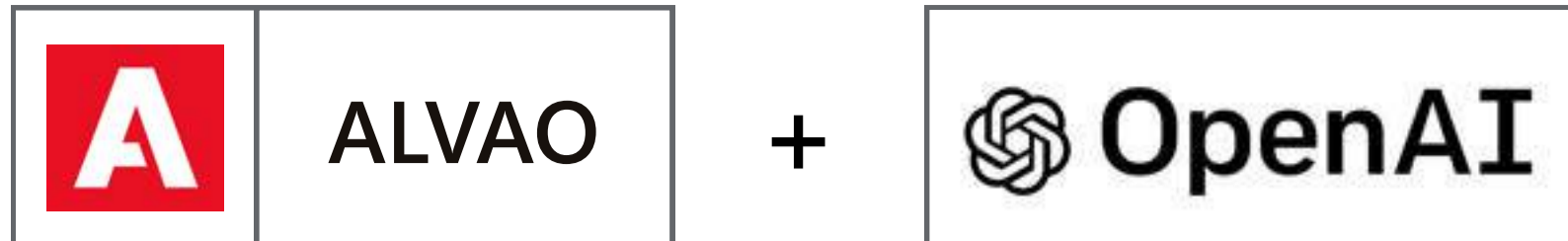


Major incident score: **96 %**

- Incident is similar to:
  - [T1405SD I can't log into the network \[94%\]](#)
- Incident is relates to critical assets:
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- There are 3 similar incident in the last 48 hours:
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  - [T1391SD The network is crashing all the time \[89%\]](#)
- There are changes on the related assets:
  - [sql-server \[50%\]](#)
  - [Azure internal resources \[0%\]](#)

## Similarity search

Analyses text to identify connections between tickets, services, and knowledge articles, recommending relevant content (e.g. similar resolved ticket) and suggesting actions for the agent to take.



# What you get with AI Assistant



## Fast delivery, easy implementation

Harness the power of AI without requiring any expertise in ML or data science. Our solution is delivered out-of-the-box, without the need for further learning, customization or setup.



## Natural language understanding

Assistant enables you to communicate with NLU in the same way you would with a colleague. NLU comprehends each request by identifying the intent and any accompanying details, allowing you to make requests effortlessly.



## Sentiment analysis

Understand employee sentiment and automatically generate appropriate responses to ensure excellent customer service and higher customer satisfaction.



## Data protection and control

ALVAO Assistant only operates with trained scenarios and does not use your data for further training - all securely protected by Azure Cloud.



## Boost productivity and efficiency

Automated ticket classification, data analysis and hyper-automated workflows enable faster processing of repetitive tasks across the organization, eliminating human error and agent burden.

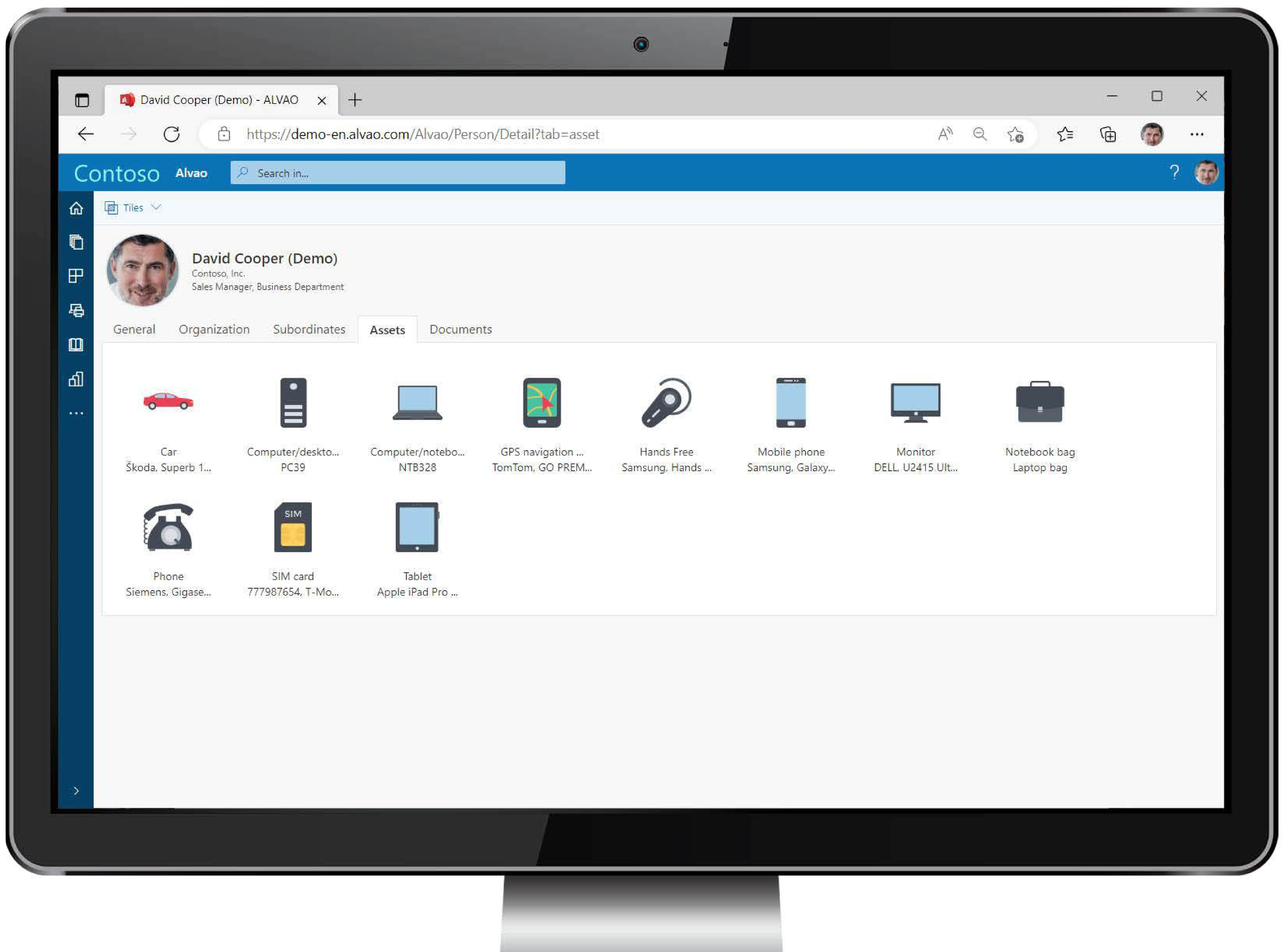
# ALVAO is certified for 7 ITIL® 4 practices

- ✓ Incident Management
- ✓ Problem Management
- ✓ Change Enablement
- ✓ Service Request Management
- ✓ Service Catalog Management
- ✓ IT Asset Management (ITAM)
- ✓ Service Configuration Management (CMDB)

## Certifications



HM Government  
**G-Cloud**  
Supplier



2

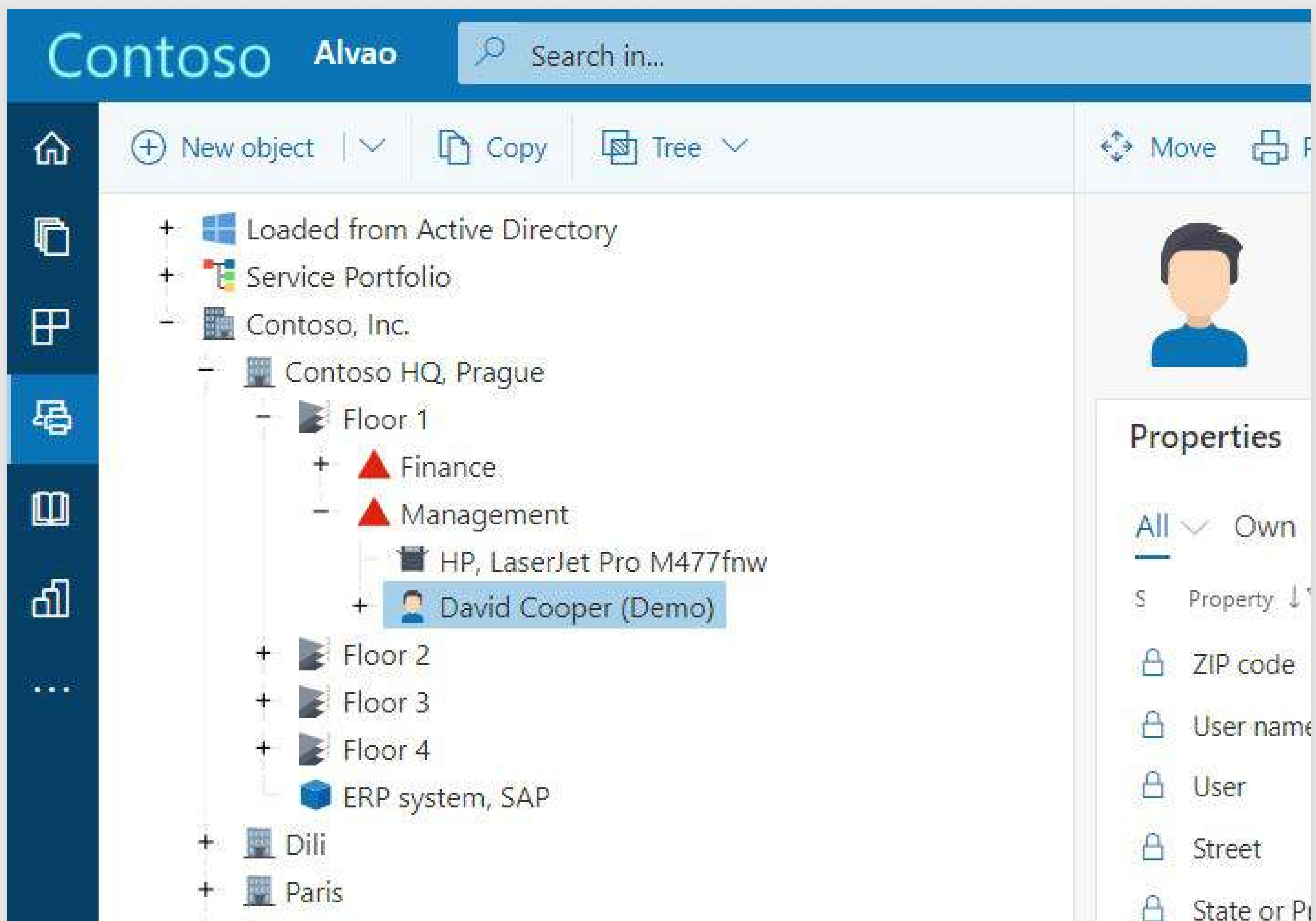


# Asset Management

Know exactly what assets you have, who is responsible for what, and where it is located – don't keep idle warehouse stock and only buy what you really need. Get a one-stop overview of all software and hardware, from purchase to retirement. All the information on hand in a few clicks – for technicians and everyday users alike.

- ✓ Take advantage of mature ITAM functionalities such as self-service inventory audit or SAM (Software Asset Management).
- ✓ Discover HW/SW using ALVAO agent, MS SCCM or MS Intune integration.
- ✓ Complete ITSM/ITAM workflows without juggling multiple applications.

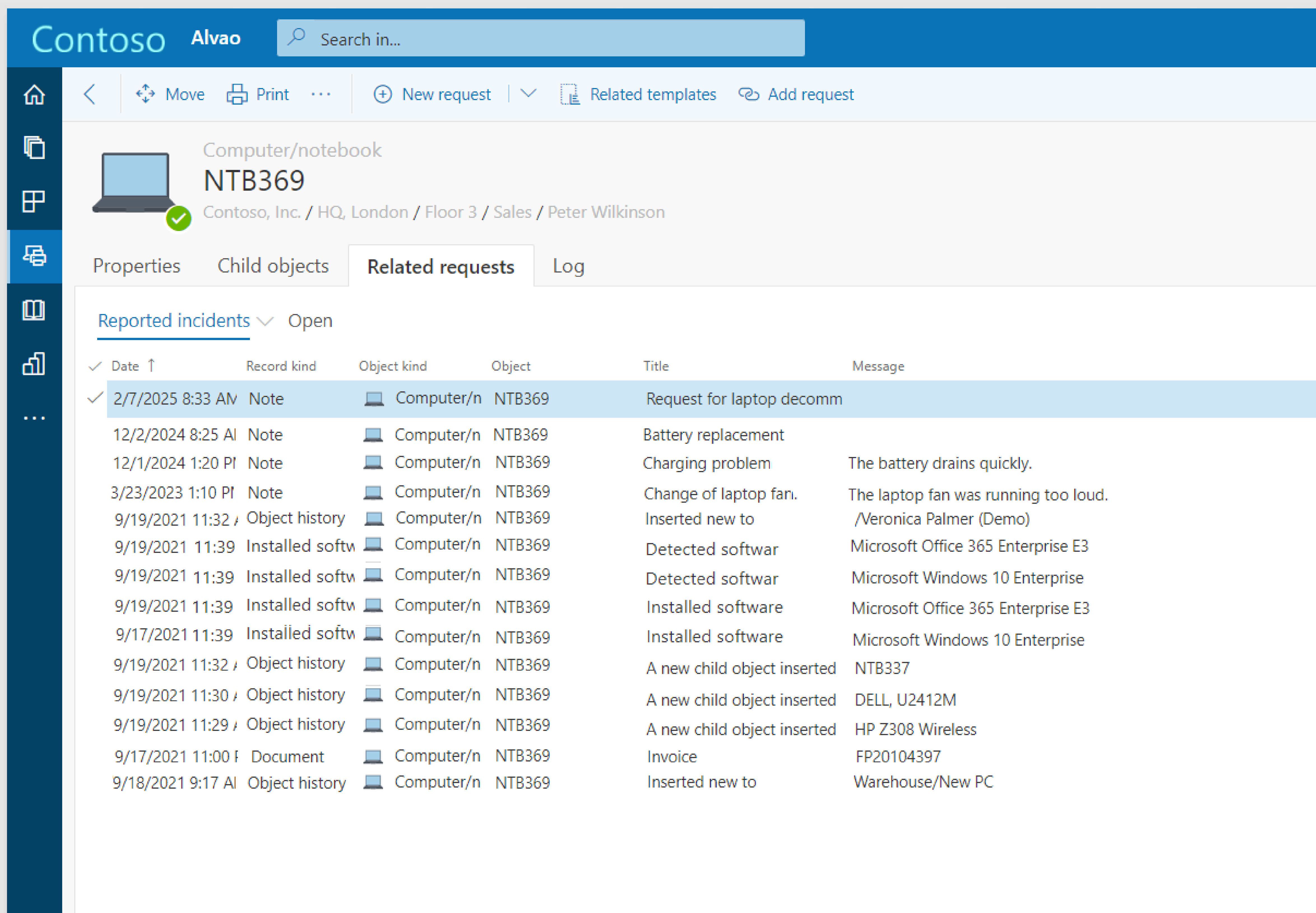




## Tree-structured data – a visual way to keep track of assets

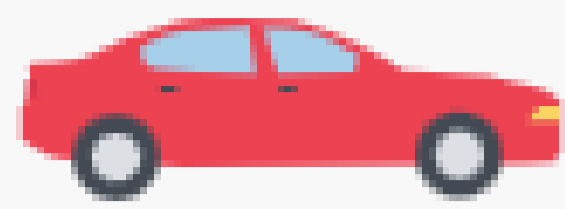
In Asset Management, you manage assets in a tree structure – compared to conventional tables, the data matches how our minds work. The clear structure copies the hierarchical division of the company, the geographical division of items by premises, or any way you choose.





# Streamlined Asset Lifecycle Management

ALVAO Asset Management provides a unified platform for managing the full asset lifecycle, including acquisition, operation, maintenance, and disposal. This enables users to analyze reliability, control costs, and prevent issues associated with neglect, all within a single, easy-to-use interface.




Car

## Škoda, Superb 1.6 TDI, 3A5-1234

Contoso, Inc. / Contoso HQ, Prague / Floor 1 / Management

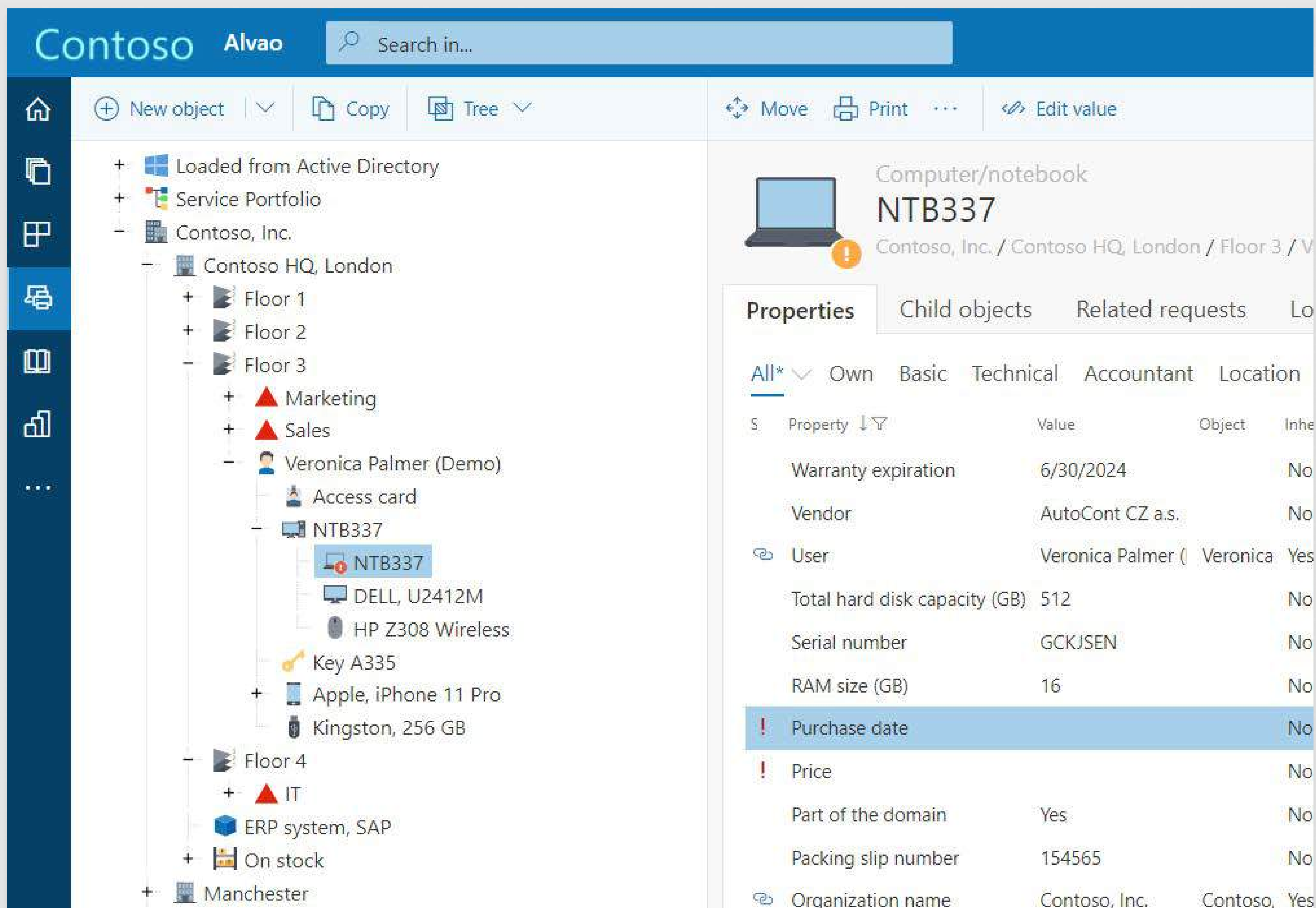
**Properties**   Child objects   Related requests   Log

All\* ▾   Own   Basic   Technical   Accountant   Location

S	Property ↓ ▾	Value	Object	Inherit	Category	Obj
	WIN key	TMB354665483		No	Custom	
	Warranty expiration	5/7/2024		No	Accountant, Custom	
	Vendor	Škoda Auto		No	Accountant, Custom	
	Technical inspection valid ur	7/4/2022		No	Custom	
	Purchase date	1/7/2021		No	Accountant, Custom	
	Price	30000€		No	Accountant, Custom	
	 Organization name	Contoso, Inc.	Contoso,	Yes	Location, Basic	

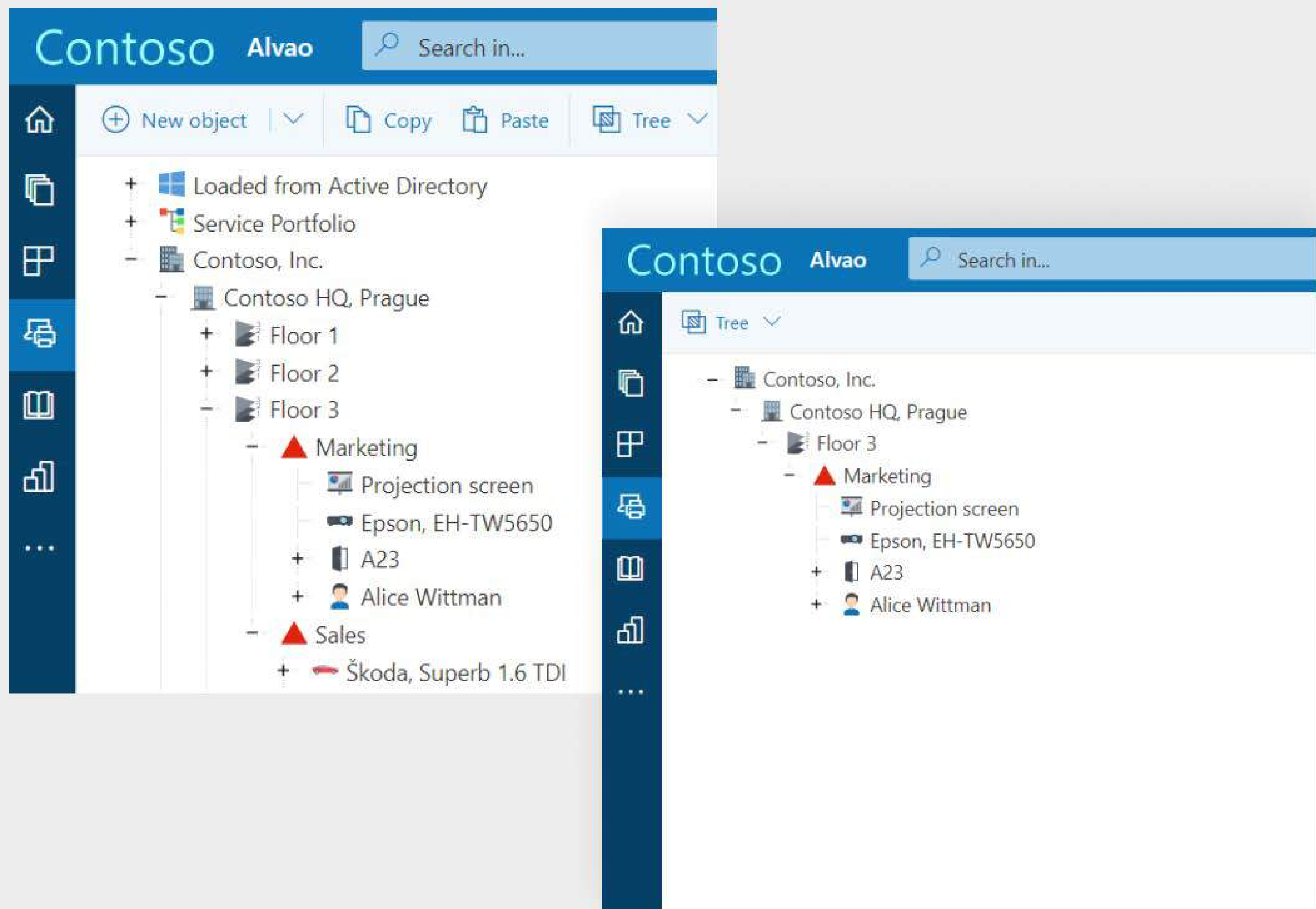
## Records of attributes and properties

With ALVAO you can keep records of sites, objects, attributes, computers, contracts, cars, or even access chips and keys. You can add any objects and new templates to our Asset Management – typically with our ready-made templates for dozens of IT (and non-IT) data objects.



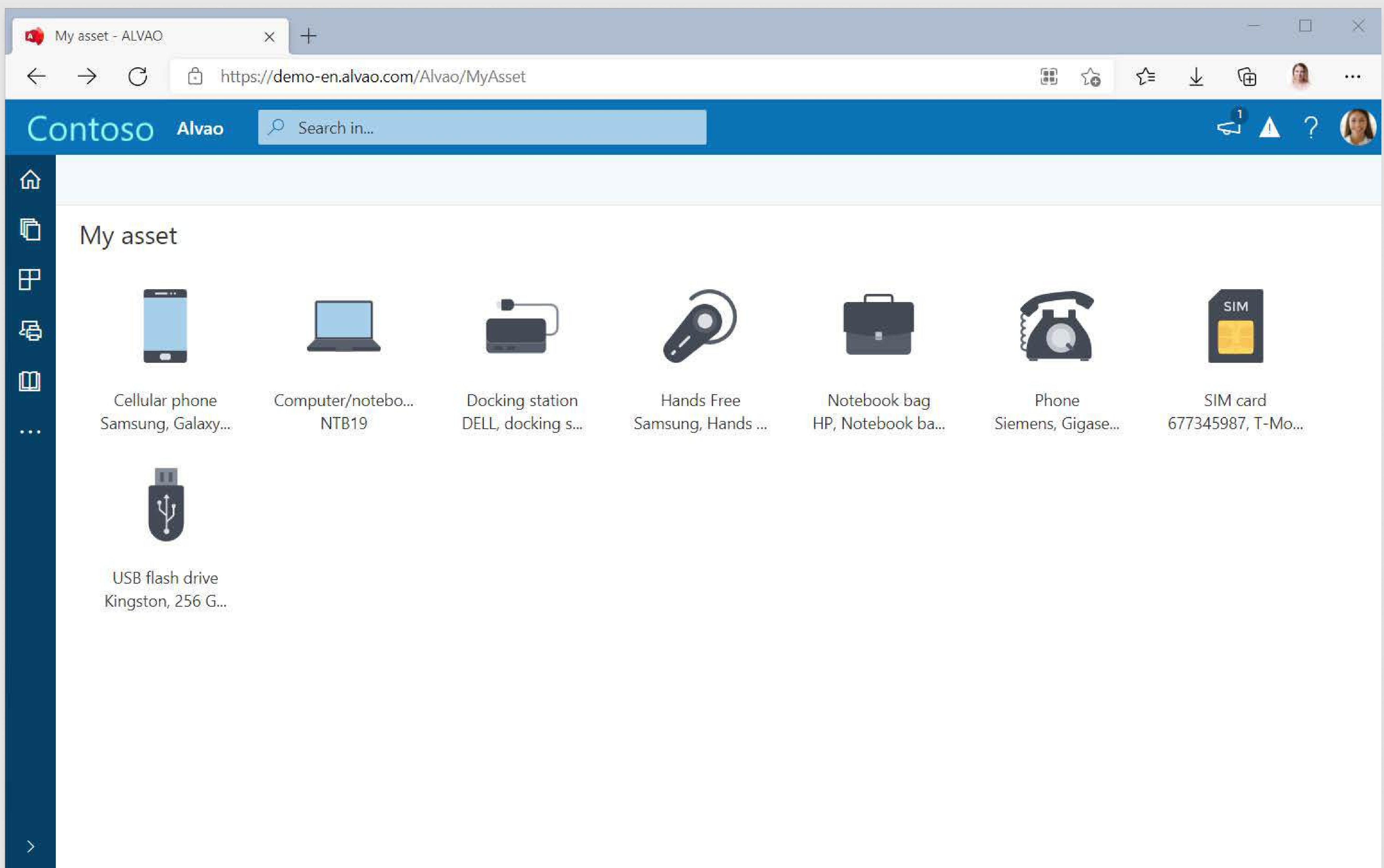
## Make sure you're ready for a HW/SW audit, even if it comes tomorrow

Asset Management automatically notifies you of incomplete device data, unlicensed software, or outdated device licenses. So you can fix the issues immediately.



# A unified Asset Management solution for managing assets, with apt user rights for all

Your entire department and company can use one tool. With advanced rights management, users and employees see only the items and properties assigned to them.



# Hardware Asset Management (HAM)

Know exactly where every piece of kit is – keeping no extra idle equipment in storage. Nothing gets lost or misappropriated, even if someone leaves the company in a hurry.

Contoso Alvao Search in...

Filter Licenses Edit Status

Overview\* Missing licenses Missing assignment Overlicensing

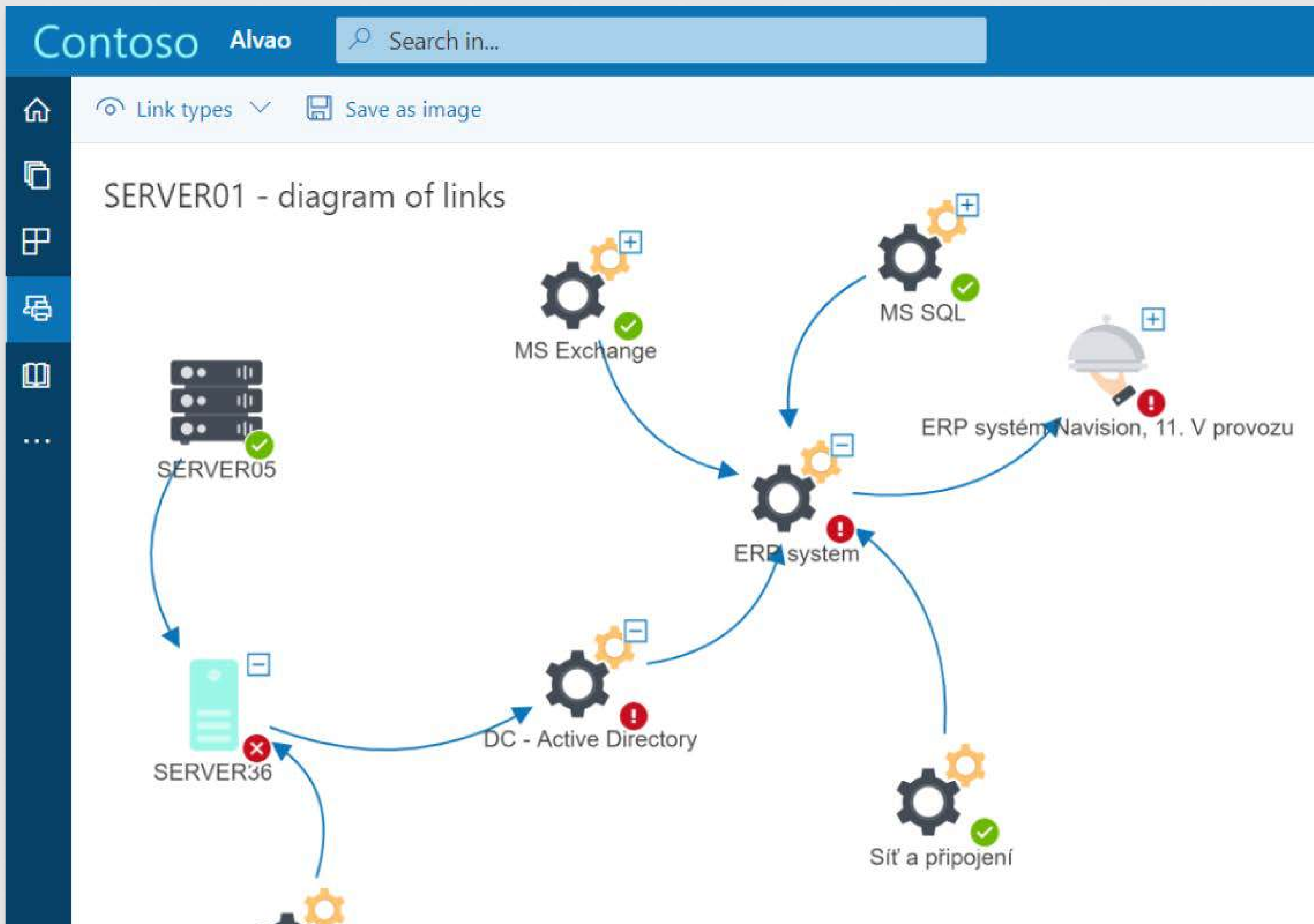
W	Product	Balance	Installations	Licenses ↓	Licenses in stock
!	Microsoft Teams	46	5	52	48
	Microsoft SQL Server 2017 CAL	30	0	30	30
	Microsoft Windows Server 2019 CAL	30	0	30	30
	Microsoft Exchange Server 2019 Enterprise CAL	30	0	30	30
!	Microsoft Lync 2010	8	2	10	9
✓ !	Microsoft Windows 10 Enterprise	-1	6	7	1
	Microsoft Windows 10 Pro	1	0	3	1
!	Microsoft Office 365 Enterprise E5	2	0	2	1
!	Microsoft Office 365 ProPlus	-4	5	2	0
	Microsoft .NET Framework	-4	5	1	0
!	XnView 1	0	1	1	0

# Software Asset Management (SAM)

Reveal spare licenses and save on buying new ones. ALVAO supports all licensing models and automatically assigns individual licenses to installations.

## Keep your software product library up-to-date

We update the software product library with dozens of titles every week. Thanks to the ability to report unrecognized software directly from ALVAO, we have data from tens of thousands of computers – ALVAO can distinguish paid-for SW from unpaid, as well as specific program issues, and flag up any discrepancies.



# Configuration Management Database (CMDB)

In the event of an incident, you will track down the cause in short order, minimizing downtime. With ALVAO Asset Management, you can see the dependencies of individual assets and configuration items (CIs) in your infrastructure – both physical and virtual. The CMDB visual diagram allows you to track all the impacts of changes.



# What you get with ALVAO Asset Management



## Asset registration

While ALVAO's main focus is helping you manage IT Asset Lifecycle, its universal nature allows you to keep track of any object, be it keys, badges, tools, furniture, equipment or even cars and buildings.



## Software Audit

Asset Management determines what applications are installed on each computer based on information about the files on the computers' hard drives and data in the system registry. The data is automatically captured remotely over the network. A final audit report is then generated by comparing the installed software with the purchased licenses.



## Equipment Failure Data

In the case of equipment failure, Asset Management quickly locates purchase documents and warranty information for faster resolution. Equipment failure historical data and all service interventions are automatically maintained for each device.



## Remote control & support

Asset Management instantly shows the complete history of the equipment including technical parameters that can help IT support with solving user issues quickly. IT can connect to and control the user's computer remotely, so the end user does not have to do anything.



## Bulk Deployment of New Devices

By using the CS1504 mobile barcode scanner, new devices can be easily created in Asset Management.



## Entrusted assets with electronic handover protocols

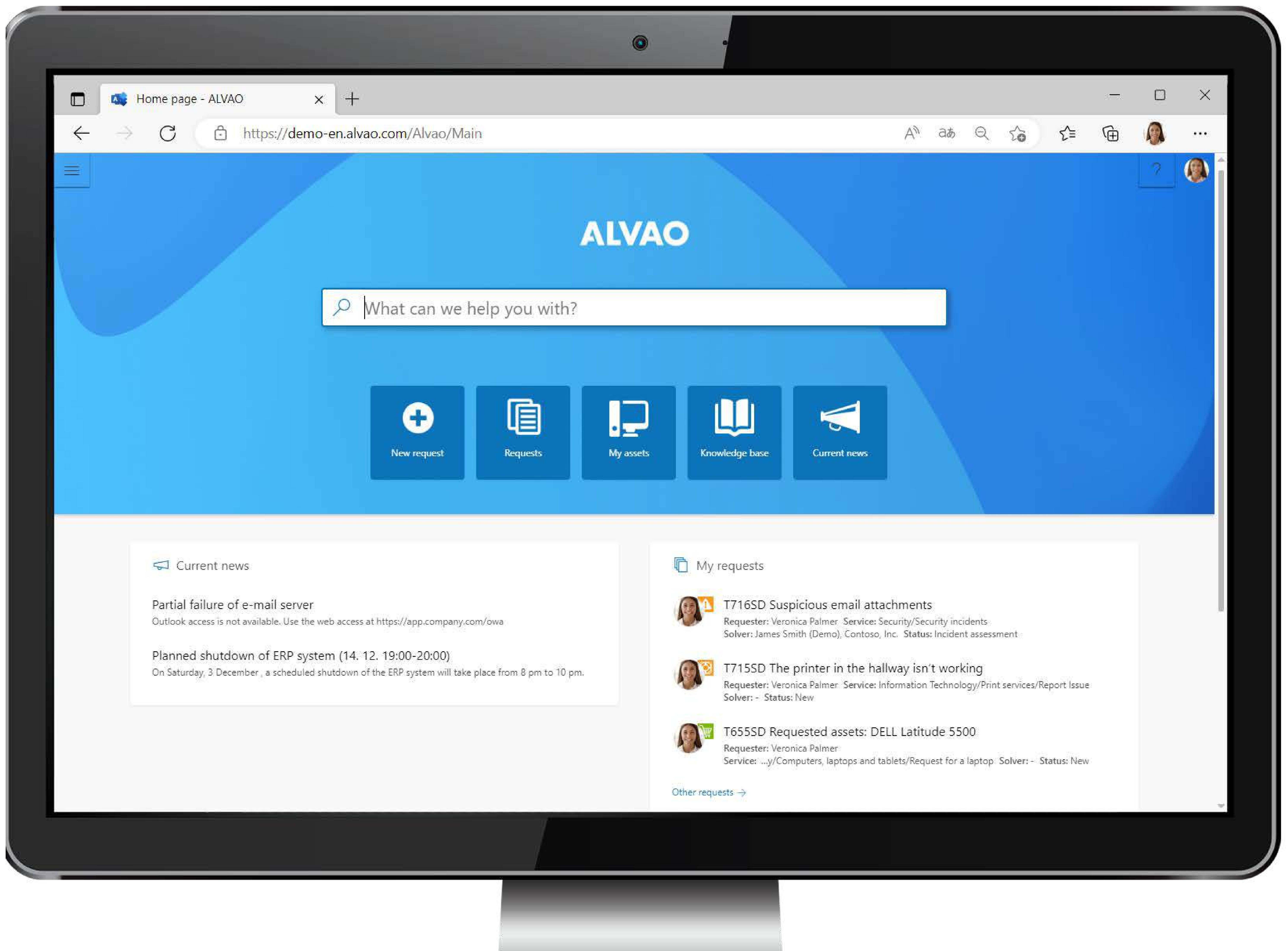
Get rid of unnecessary bureaucracy and paper logs. Each new property entrusted to staff is confirmed by the respective person electronically, from their PC or phone – to the ALVAO port.



# What do Asset Management users value most?

- ✓ Clear asset records to make everything easy to find, thanks to its tree structure.
- ✓ Immediate deployment.
- ✓ Automated labour-saving processes.
- ✓ Fast incident resolution by connecting Asset Management with Service Desk.
- ✓ Easy to process inventory audit.
- ✓ Complete asset history with automatic logging of changes and locations.
- ✓ Entrusted kit data available to all users.





3



# Service Desk

Service Desk consolidates all incidents and user requests via a single point of contact. Your staff will love the friendly design of the self-service portal – no more interruptions from e-mails or phone calls. All requests from across the whole company are automatically assigned their workflow, get clearly prioritized, and forwarded to the appropriate solvers. Maximize the potential of your departments with Microsoft's preferred IT process management solution.



## Self-service portal for users

In the self-service web portal, employees easily find solutions to the most common problems, get access to the knowledge base, latest news and can easily request new equipment or report a fault.

Self-service portal is designed to minimize the number of tickets opening as it brings answers to all known or most common questions. They are provided with an overview of requests, and information about their status. By using Asset Management and Service Desk, users can see an up-to-date list of the devices they have in use. They can also submit a request related to their assets with just one click.

## My Requests



### **T3716SD Suspicious email attachments**

Requester: Veronica Palmer

Service: Security/Security incidents

Solver: James Smith    Status: Incident assesment



### **T715SD The printer in the hallway isn't working**

Requester: Veronica Palmer

Service: IT/Print services/Report issue

Solver: –    Status: New



### **T655SD Requested assets: DELL Latitude 5500**

Requester: Veronica Palmer

# Effective Service Request Management

User requests in Service Desk are automatically assigned to their qualified solver. The requester can see who is working on their task, when it will be resolved, and what is going on. Clearly assigned tasks to make each request resolution go faster and more transparently.



## T717SD Access to the Training folder on Sharepoint

Requester: [Veronica Palmer](#) Solver: [James Smith](#) Status: [Solution](#)

Current target/due date: Resoltuion 12/8/2022 1:24 PM

Communication

General

Solving process

Approval



New



Approval by the manager



Solution

Request is being solved.



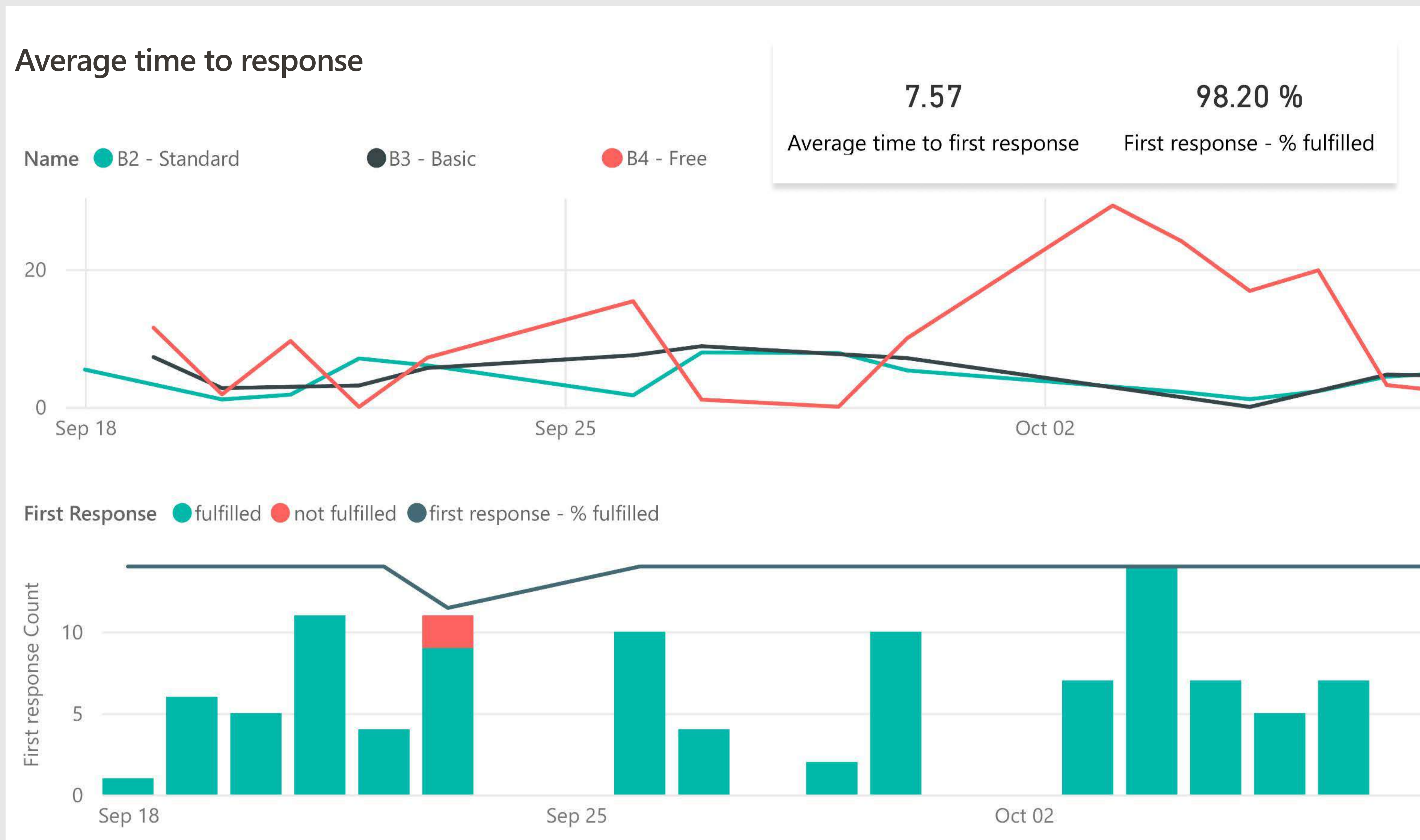
Resolved



Closed

# Effective Service Request Management

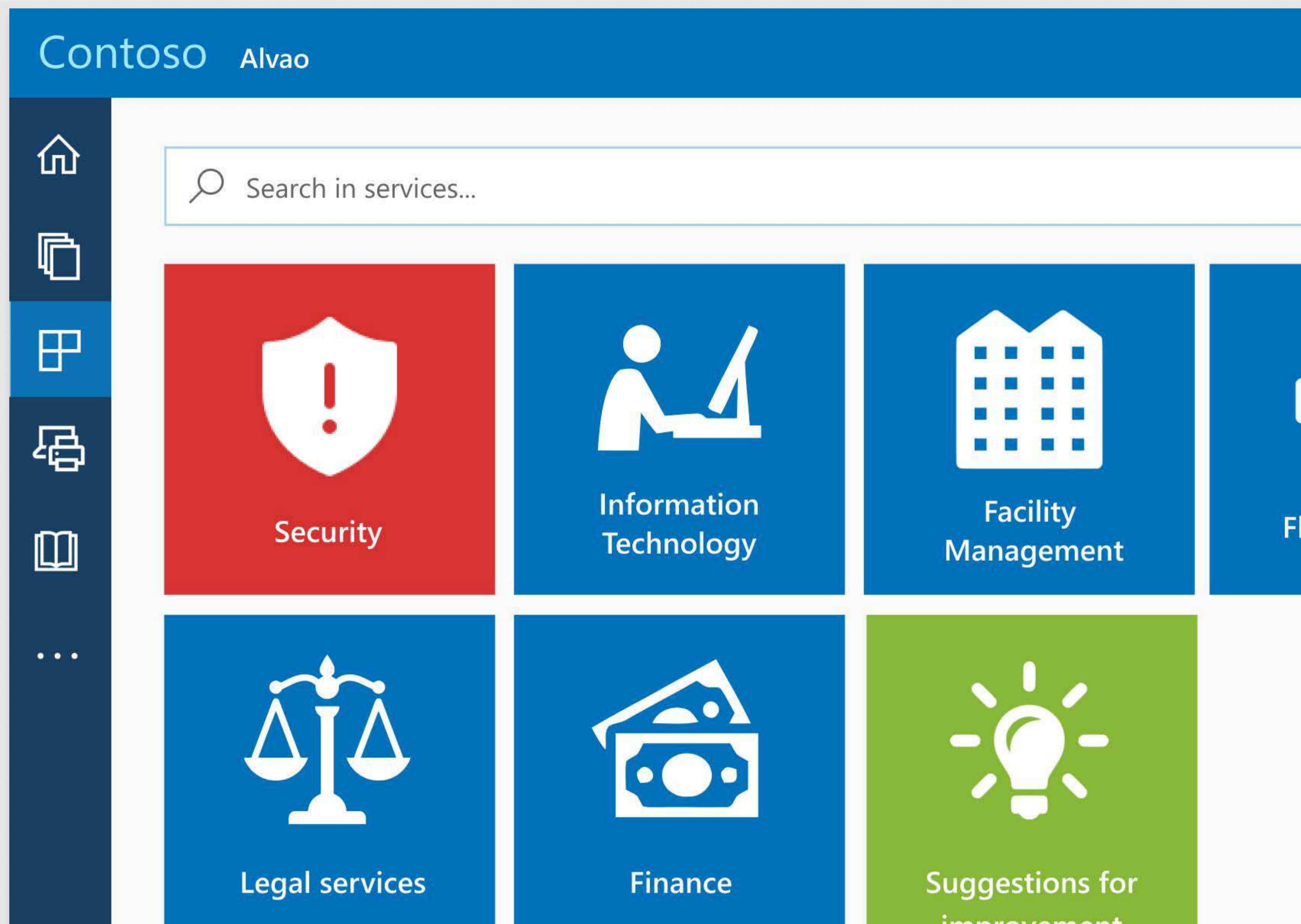
User requests in Service Desk are automatically assigned to their qualified solver. The requester can see who is working on their task, when it will be resolved, and what is going on. Clearly assigned tasks to make each request resolution go faster and more transparently.



## Justify your budget with meaningful data

Service Desk gives IT manager a clear idea of the team's workload and the effort they devote to individual activities – every task and the time spent on it is recorded.

Management knows what tasks soak up the most capacity, where it could be saved, and who is doing what. Our Power BI integration gives control over IT services and provides you with meaningful reports that TOP management will understand.



## Service Desk as a single point of contact for all departments

The system is user-friendly. In addition to the IT department, we can also easily migrate across to it the HR, Administration, or Facility management departments' agenda. The system ensures that each task is assigned to the right team and member, so you don't waste time shifting through requests.

# Service Desk is tuned for Microsoft 365

The system is user-friendly. In addition to the IT department, we can also easily migrate across to it the HR, Administration, or Facility management departments' agenda. The system ensures that each task is assigned to the right team and member, so you don't waste time sifting through requests.



## Handle requests directly from Outlook

Browse tasks and assign tickets, stay on top of emails and create requests directly from them. With ALVAO you have the power of the entire Service Desk, directly from Outlook.



## Get Power BI reports that help you take the lead

Team management and IT performance assessment reports help you defend your budget as well as motivate your team. With Power BI, you know how well you're meeting goals, KPIs and metrics.



## Service Desk is right where the users are

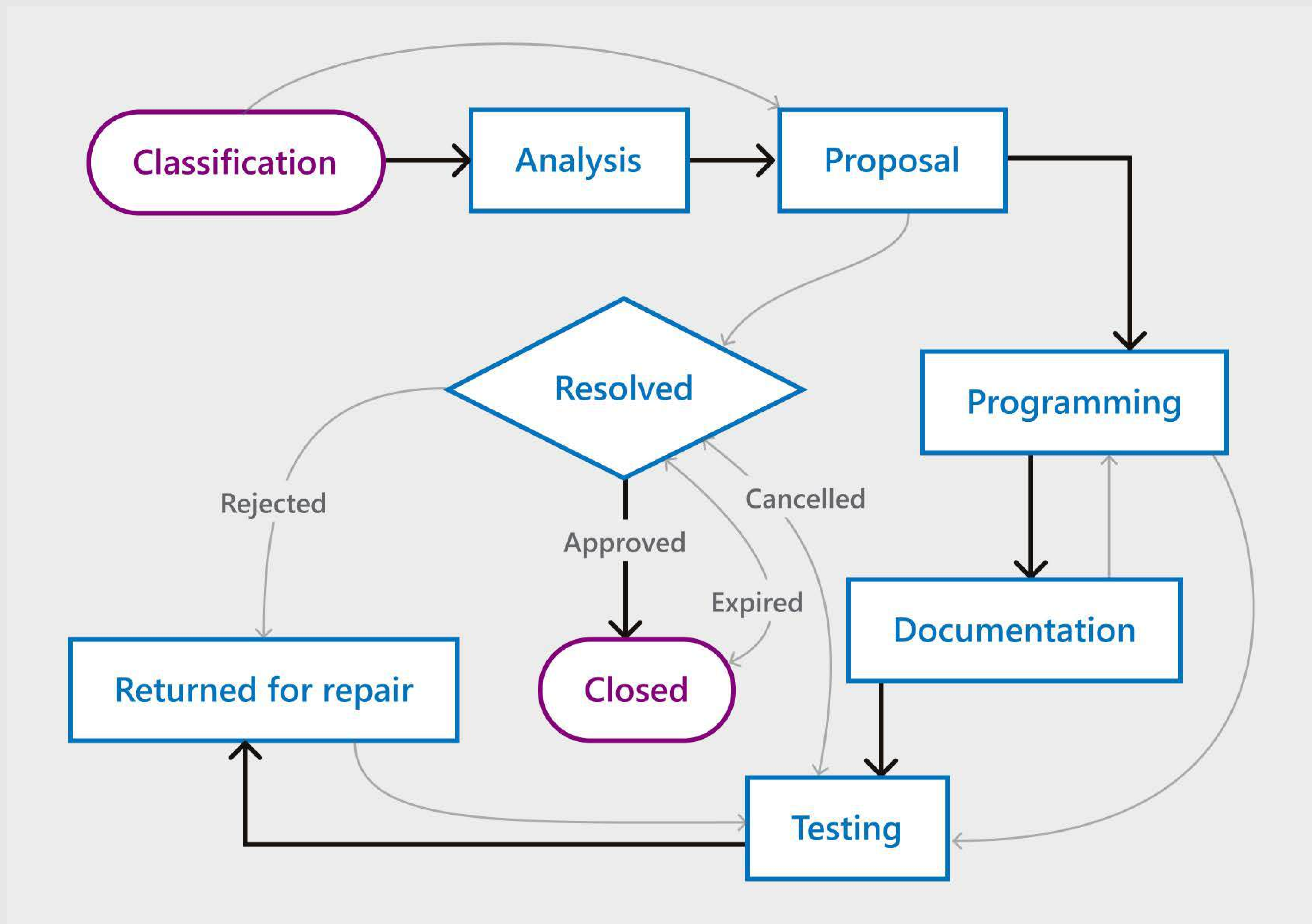
With the Teams integration, users raise requests directly from the application. The extension speeds up incident resolution, fine-tunes team collaboration, and streamlines communication across departments.



## Power Automate streamlines repetitive processes

Leave routine and repetitive tasks to Power Automate. With our integration, you can forget about those tasks that needlessly drain time and money.






## Advanced workflow software

Nobody has to scratch their head about who should approve a given request – Service Desk routes requests according to pre-defined rules. Customizing workflows does not require hours of coding. Easily configure the processes and quickly eliminate bottlenecks. The fact that no coding is involved means that you will go smoothly through upgrades to a new version. No need to pay for external consultancies or internal coding.

ALVAO

  
 Request for  
a company car

✓ OK

### New – Buesiness trip

Services > Fleet Management

Request name

Microsoft certification course, London

Departure

<input checked="" type="checkbox"/>	2/13/2023	7:00:00 AM
-------------------------------------	-----------	------------

Purpose of trip

training

Return

<input checked="" type="checkbox"/>	2/14/2023	4:30:00 PM
-------------------------------------	-----------	------------

Means of transport

Business car ▼

## Custom forms in a user-friendly editor

Create your own custom request forms. Structure everything according to your own needs. Select the fields and specify in what order they are displayed, whether they are mandatory and what are the default values.

# What do Service Desk users like best?

- ✓ Easy to navigate Self-service portal, even more when integrated with Asset Management.
- ✓ Ability to work fully from Outlook or Teams – including meeting scheduling.
- ✓ Automated processes, especially the joiners movers and leavers (JML) process.
- ✓ Service Desk as a single point of contact – for the whole company without any additional cost for HR or Facility.
- ✓ Elimination and digitization of paper requisitions and acceleration of their approval.
- ✓ An intuitive user interface, just like Microsoft 365.
- ✓ Reliable technical support that quickly helps resolve any issues end-users are facing.
- ✓ Tools developed together with users and their needs.





## Service Desk Licensing Model

### What does the user mean in ALVAO licensing model?

We offer a unique licensing model that assures you that anyone licensed can be both an agent and a requester. This usually means you license all your employees. Each of them can not only raise requests but also resolve/approve them.

The minimum number of users is 50.

# Contact



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ALVAO