

Single point of contact

A user-friendly interface for requesters and a powerful tool for agents. Our solution gives the team an overview of their workload, clear priorities, and improved communication.

WHAT DO CUSTOMERS VALUE ABOUT SERVICE DESK?

- ✓ Reliable technical support to immediately solve your problems.
- ✓ Seamless experience with deep synergies with Asset Management.
- ✓ Immediate deployment and a unique licensing model that saves costs.
- ✓ Automation of joiners, movers, and leavers processes for increased efficiency.
- ✓ Service Desk can be utilized by the entire company at no extra cost, requiring minimal training.
- ✓ Ensure compliance with security certifications like ISO 27001, ISO 19770, Cyber Essentials, etc.
- ✓ Advanced workflow management.
- ✓ Automated user account management with Entra ID and ALVAO integration.



For more information please visit www.alvao.com

Are you familiar with these challenges as IT manager?

- Struggling with top management to defend the IT budget?
- Is your IT overloaded and operating in firefighting mode?
- Have you lost track of what your team is doing?

ALVAO Service Desk offers team management reports that provide a comprehensive overview of your team's progress, simplifying decision-making and facilitating communication with top management.

ALVAO Service Desk in Microsoft Outlook

Full-featured Service Desk in Outlook with simple integration. Browse tasks, assign tickets, and create requests directly from emails – all 1:1 in full format, rich text and HTML.

ALVAO Service Desk in Microsoft Teams

Be where your users are. Create tickets directly from Teams chats, initiate direct chats with users from the Service Desk to Teams window, and leave routine tasks to our 24/7 ALVAO bot.

Powerful configuration with effortless upgrade

Reduce manual and repetitive tasks with no-code workflows, automate ticket routing, codeless custom forms and customize the interface for maximum end-user satisfaction.

Leave the drudgery to Power Automate

Run integration processes in other systems directly from requests in ALVAO or perform automated operations on ALVAO tickets, based on actions in other systems.

Easy integration with robust REST API

Connect Service Desk third-party applications to accelerate data sharing and reduce process time.

Copilot integration

Drives self-service and facilitates access to services for maximum user satisfaction.

AI Assistant powered by Azure OpenAI

Simplify your operations with ALVAO AI Assistant. It will help you to reduce downtime by automating root cause analysis, prevents major incidents through early detection, and ensures your services run smoothly.

Azure DevOps connector

Easily escalate and link tickets to Azure DevOps work items to notify engineering teams of bugs affecting customer experience and receive status updates, all within the Service Desk ticket detail for efficient customer support.

Data-driven culture with Power BI

Team management reports and IT performance reviews help you defend your budget or motivate your team. With Service Desk, you can see how goals, metrics, and KPIs are performing.

Automate ticketing from Zabbix alerts

Prevent outages and security incidents with early intervention with Zabbix monitoring and ALVAO integration

Choose the best plan for your business

START

- ✓ SLA 99.9%
- ✓ Microsoft Azure US/EU/UK
- ✓ Service Desk
- ✓ Service Catalog
- ✓ Change Management
- ✓ Recurring Changes
- ✓ Incident Management
- ✓ Problem Management
- ✓ Request Management
- ✓ Knowledge Base
- ✓ Self Service Portal
- ✓ Mobile Access
- ✓ Reports & Analytics
- ✓ Service Level Management
- ✓ Process Workflow
- ✓ Custom Fields
- ✓ Single Sign-on
- ✓ Automate Ticket Routing
- ✓ Ticket Prioritization
- ✓ Ticket Notifications
- ✓ Entra ID Integration
- ✓ Multi-Channel Access

STANDARD

- ✓ SLA 99.9%
- ✓ Microsoft Azure US/EU/UK
- ✓ Everything in START
- + ALVAO for Outlook
- + ALVAO for Teams
- + Customer Satisfaction Survey
- + Advanced Workflows

PROFESSIONAL

- ✓ SLA 99.9%
- ✓ Microsoft Azure US/EU/UK
- ✓ Everything in STANDARD
- + Azure DevOps Connector
- + Service Desk Enterprise API
- + Service Desk Custom Apps
- + Power Automate integration
- + Zabbix integration

ENTERPRISE

- ✓ SLA 99.9%
- ✓ Microsoft Azure US/EU/UK
- ✓ Everything in PROFESSIONAL
- + AI Assistant
- + Independent Reporting Storage
- + Sandbox (without SLA guarantee)

Additional Information

ALVAO Service Desk grows with your business. Our unique licensing model covers the entire company based on the number of users, allowing anyone to be an agent at no extra cost. Important Note: 1 USER = Anyone who can raise a ticket. Minimum subscription of 50 users.

You are in a good company

