

# SW tools for IT service management, beyond IT

**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

ITIL

ALVAO

# We support various sectors



Manufacturing



Financial Services



Retail



Health



Education



Public Sector

ERP (MS Dynamics, SAP, etc.)



Enterprise Service Management Platform (ALVAO)  
in-house / at home / external / subcontracted

IT

Facilities Mgmt

Fleet Mgmt

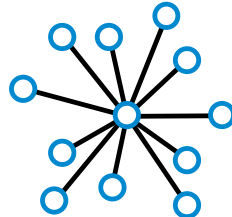
Human Resources

Purchasing

Security  
ISO 27000



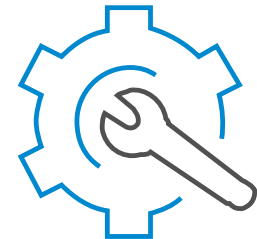
# Why ALVAO



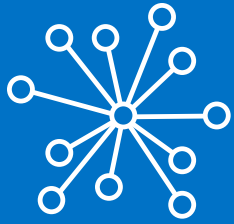
Microsoft  
Platform



Growing  
with needs



Global  
Best Practices



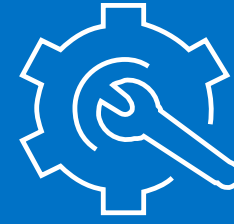
## Microsoft Platform

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.

# 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.

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