



## Vistara ITOP

### IT Management as a Service Solution Summary: Benefits for For Value Added Resellers

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## Vistara ITOP Benefits for Value Added Resellers

Why would a Value Added Reseller want to offer the Vistara solution to their customers besides providing a world class solution that would benefit their customers? If the benefits discussed in our enterprise solution summary are not enough, read on.

**Revenue:** Because Vistara is sold as a SaaS offering, it allows the VAR to collect monthly recurring revenue. In most cases the customer will be able to use opex against the purchase which may help to speed the sale. Customers are looking for cloud solutions, which also makes the sale easier.

**Easy Customer Onboarding:** Because Vistara ITOP can easily discover a customer's distributed IT infrastructure through the power of the Vistara Gateway, VARs can quickly onboard both new infrastructure elements they've provided to customers in a recent sale as well as infrastructure elements the customer obtained from the VAR or others previously. Vistara ITOP gives the VAR a complete view of as much of the customer's infrastructure as the customer wishes to permit, enabling a fuller understanding of the customer's IT environment and ways the VAR can work with the customer going forward.

**Easy Infrastructure Provisioning:** Vistara ITOP's built-in configuration templates make it easy to deploy new infrastructure elements quickly and put them into a standard state matching the customer's IT policies. VARs can use Vistara ITOP's out-of-the-box configuration templates as-is, or they can customize them to match a customer's needs. Provisioning services can be provided as service catalog elements and automated using Vistara ITOP's runbook automation support.

**Integrated Complete Solution Delivery:** Vistara ITOP makes it easy to offer customers secure remote service delivery. This enables VARs to offer customers a complete solution that integrates hardware, software, and one-time and ongoing services to meet a customer's specific needs.

**Lower-Cost Customer Service:** By enabling secure remote service delivery, Vistara ITOP enables VARs to provide faster, higher-quality service at lower cost to the customer. Instead of driving or flying to a customer site, VARs can log in and provide service the moment it's requested.

**Fully Multi-Tenant Solution Serves All Your Customers:** When customers log in to Vistara ITOP, they only see their own infrastructure. When VARs log in to Vistara ITOP, they can view the infrastructure of every customer through the same user interface. Switching from viewing one customer to another is as simple as making a menu pick. VAR staff can efficiently switch from viewing one customer's infrastructure to another, reducing the cost of and increasing the speed of support and service delivery.

**Warranty Monitoring:** Vistara ITOP can manage warranty information for customer infrastructure elements, making it easier to know when warranties are expiring and customers may wish to consider extended support plans or infrastructure upgrades.

**Manage Capacity for the Customer:** Because Vistara ITOP gives the VAR an ongoing view of the capacity, performance, and utilization of customer systems, VARs can help customers anticipate the need for capacity expansion before outages occur and make the best use of the infrastructure already in place.

**The Vistara ITOP Advantage for VARs:** Vistara ITOP makes VARs a full partner in monitoring and managing a customer's IT infrastructure on an ongoing basis. Provisioning is easier, support is faster, services can be delivered whenever they're needed, and costs are controlled. Vistara ITOP gives VARs a unified view of infrastructure of every customer across its lifecycle, all through a single tool.