

Effective IT? Simple.

VanillaDesk...



VanillaDesk is an integrated Service Desk solution for effective IT Service Management provided as a service (SaaS). VanillaDesk delivers core ITIL® V3 processes.

It's Easy As...



It has never been so easy as now to set up a Service Desk. Just select prebuilt workflows and templates and use it or simply customize with configuration capabilities.

More Info...



An organisation of any size can afford a professional Service Desk. VanillaDesk is the best choice for many small and medium enterprises across all industry sectors.

ITIL V3 Best Practices

Make implementation of ITIL® processes easier. VanillaDesk provides you with the transparent guidebooks and templates, aligns your process management with ITIL® V3 Best Practices.

Software as a Service

No infrastructure cost, easy and fast implementation and always the latest version. VanillaDesk is the proven and trusted SaaS Service Desk tool.

Free Edition

VanillaDesk offers an unlimited Free Edition for a limited number of users. You can simply upgrade to the Professional or Enterprise Edition, transferring all your legacy data.

Transparent Price

The price depends on the size of your support team. No hidden add-ons, all features are included. Start with entry-level service capacity and buy more as your business grows.

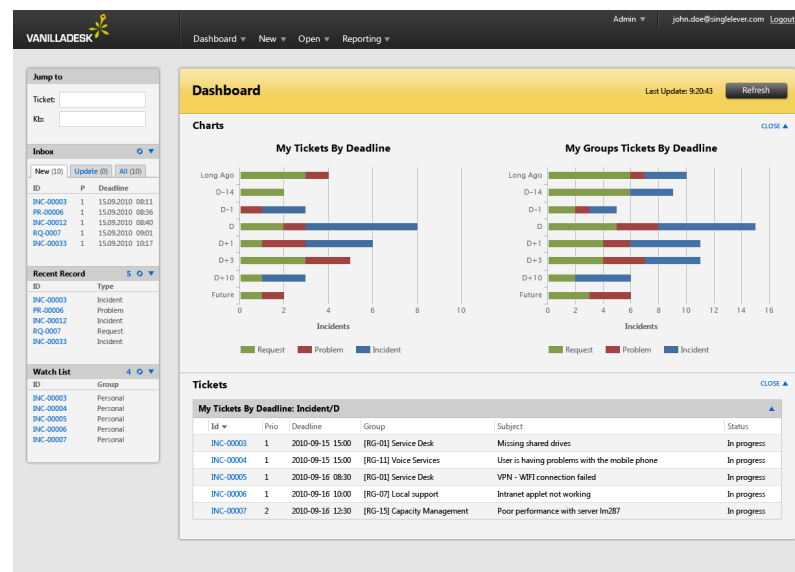
VanillaDesk

VanillaDesk is an integrated Service Desk solution that supports core ITIL® V3 processes. VanillaDesk comes with the pre-configured templates, guidebooks and work instructions, the practical steps for fast and easy adoption of ITIL® Best Practices in your organization.

Affordable price, fast implementation, simple intuitive and user friendly design make VanillaDesk the best choice for many small and medium enterprises across all industry sectors.

Dashboard

VanillaDesk Dashboard comes with pre-configured management reports that display at a glance key analysis of your Service Desk operation and performance and leads the way to corrective action. You can also customise your Dashboard to focus on the particular Customer, process or resolution group.



ITIL Processes

Incident Management

An Incident is an unplanned interruption to an IT service or a reduction in the quality of an IT service. VanillaDesk allows you to report an Incident through a telephone, email or User Portal, categorise, prioritise and assign it to the resolution group, supports its fast resolution via Knowledge base and history records. VanillaDesk provides you with SLA management, automatic notification and escalation procedures, monitors Service Desk performance and quality.

Problem Management

A Problem is the cause of one or more Incidents affecting multiple users or systems. The problem can be logged separately or identified from and linked with an Incident or multiple Incidents. The problem is categorised, prioritised and assigned to the resolution group. Resolution and closure of the Problem can automatically close all linked Incidents.

Request Fulfilment

A Service Request is a varied demand or event from an End-user that can be planned. VanillaDesk Request Fulfilment provides a channel to request and receive standard services with a pre-defined approval and manages diverse Service Requests from End-users.

Change Management

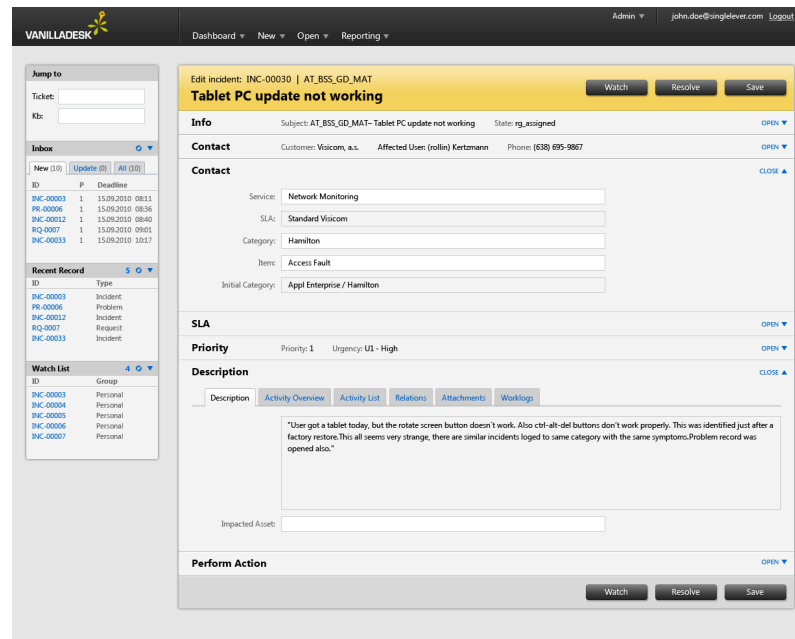
VanillaDesk Change Management ensures standardised methods and procedures are used for efficient and prompt processing of all Changes. All Changes can be recorded, assessed, approved, implemented, tested and reviewed in a controlled manner. VanillaDesk minimises the occurrence and impact of any Change related Incidents. VanillaDesk Change Management is fully integrated with the CMDB.

Service Level Management

VanillaDesk Service Level Management manages an agreed level of services delivered by the service provider to the Customer. The service provider could be an external IT provider as well as an internal IT department. The escalation procedures ensure the agreed service levels are met. Enhanced Reporting capabilities provide key service characteristics for the service provider and the Customer.

Asset and Configuration Management

VanillaDesk Asset and Configuration Management is a single, centralised source of reliable information about all of the IT service provider's IT assets. The Asset and Configuration Management provides a logical model of the IT infrastructure by recording, tracking and verifying Configuration Items (CIs) and manages the relationship between them. The compiled information is stored in a Configuration Management Database (CMDB). The CMDB is fully integrated with the Incident, Problem, Request and Change Management.



Knowledge Management

VanillaDesk Knowledge Management allows you to build your own structured knowledge repository, share knowledge and skills within your team and present self-repair solutions to Customers through User Portal. VanillaDesk Knowledge Base increases significantly incident and problem resolution. Take advantage of advanced search functions.

Enhanced Reporting

VanillaDesk Reporting monitors and provides analyses of the Process, Team, Individual and Service performance, presents trends and drives improvements. Exploit pre-configured professional management reports or select Enterprise Edition and easily add your own reports according to your individual requirements. No extra licences or hidden costs for other reporting tools.

Features

User Portal

VanillaDesk User Portal is a self-service portal allowing End-users to submit and review the status of their requests. The User Portal suggests self-repair solutions to common problems through a Knowledge Base, allows users to order new services from a Service Catalogue. VanillaDesk provides the Service Desk with 24x7 Customer availability, reduces Customer incoming calls and frees Service Desk Staff to problem resolving operations.

Work Instructions

VanillaDesk offers Work Instructions, a set of instructions that describe how an activity must be carried out. The Work Instructions are provided separately.

Pricing

Edition	Free	Professional	Enterprise
Pricing	Free	20 € /user/month	50 € /user/month
SaaS	●	●	●
Features			
Dashboard	●	●	●
User Portal		●	●
Reporting	●	●	●
Customisable Reports			●
Data Export			●
ITIL Processes			
Incident Management	●	●	●
Request Fulfilment	●	●	●
Service Level Management	●	●	●
Configuration Management	●	●	●
Change Management			●
Problem Management	●	●	●
Knowledge Management	●	●	●
System Features			
Max Number of Users	2	10	unlimited
Max Number of Customers	5	15	unlimited
Max Number of Customer Contacts	unlimited	unlimited	unlimited
Max Number of CIs	15	unlimited	unlimited
Attachment Disc Space	1 GB	5 GB	20 GB