ServiceTonic is a powerful, flexible, easy-to-use and ITIL-aligned service desk and corporate services management software.

Thanks to the combination of extensive functionality, a high level of configuration without the need for programming and it is really easy to use, our customers benefit from a single platform of automation and service management, applicable in three major areas:

- **IT Service Management (ITSM)**: IT management aligned with ITIL®.
- **Customer Service**: Attention and Customer Support.
- **Enterprise Service Management**: HR, Legal, Administration, General services...

With just a single subscription to the cloud modality or a single installation on your servers.

"Configure your own dashboards with multiple KPI indicators."
Ticketing.

Manage tickets (incidents, requests, queries) with registration, prioritization, assignment, monitoring and control of changes until their closure.

"Register in the ServiceDesk any request received from any input channel."

Dashboards and reports.

Design and manage customized scorecards for various management areas, Incidents, Problems, CMDB, etc. Extract complex data based on SQL in popular formats such as XLS/Excel, PDF and HTML, and improve management by programming customized reports.
Inventory: CMDB and automatic discovery of network assets.

Manage assets and their relationships through a powerful CMDB, including automatic discovery of network assets and fully integrated with the rest of the application.

Web Portal and Services Catalog.

Allow users to search, select and request services from the User Web Portal by defining their own Service Catalog.

Aligned with ITIL®.

Implement the main processes and functions described in ITIL: Service Desk, Incident Management, Requirements, Problems, Changes, Configuration (CMDB), Knowledge, Service Levels (SLA, OLA, UC) and Service Catalog.

Integration with External Systems.

Recover data from external systems. Easily integrates with BB.DD, Contact Lists (LDAP), Web Services, Email, Telephony (CTI),...

Surveys.

Conduct multiple surveys to measure customer satisfaction over time and ensure continuous improvement of your services.
Mobility support.

Offer service anywhere by providing access from iOS and Android devices. In addition, ServiceTonic integrates the digital signature so that customers can confirm the service received.

Multi-language

Allow users to specify the language they wish to use from the eight languages available in ServiceTonic. Increase usage by making it easier to receive notifications in your language.

“ServiceTonic is flexible, powerful and easy.”
SUCCESSFUL PROJECTS IN MORE THAN 18 COUNTRIES

Service Management Made Simple

BCN
Bailén, 71BIS, 6º1ª
08009 Barcelona - Spain
Phone: +34 932 420 350

MAD
Paseo de las Delicias, 30,2ª
28045 Madrid - Spain
Phone: +34 911 126 720

servicetonic.com