

# ITSM (ESM)

## Buyer's Guide

### Guide

Our helpful shopping guide to determine the best ITSM/ESM software for your organisation.

The decision-making aid for IT managers.



# Optimise processes, with our purchasing consultant

What if you and your team are tired of constantly working under pressure, answering the same questions over and over again and working overtime?

Do you feel crushed by your workload and have no time for improvements or more important things in your daily work? Do you feel overwhelmed with answering questions, resolving tickets and creating reports because your current solution is not user-friendly?

**How can you optimise this whole process?** We would like to show you how you can definitely do it better in our purchasing guide.

Whether you use Excel or an outdated service management tool, we will show you how best to proceed when it comes to procuring an ITSM system!





**TRADITIONAL ITSM TOOLS HAVE EVOLVED CONSIDERABLY IN RECENT YEARS AND OFFER SO MANY ALTERNATIVES AND FUNCTIONS THAT EXCELLENT SERVICE MANAGEMENT IS ALMOST IMPOSSIBLE TO ACHIEVE WITHOUT A BRAND NEW SYSTEM.**

The best software solutions are easy to use and have the right features in addition to those needed to meet the requirements. The solution that suits one company may not be right for another. **This purchasing guide will help you find the most suitable ITSM solution for your company.**

**Procuring a new ITSM system is a bit like having a well-functioning relationship.** The more you feel connected to it and your needs are covered, the more comfortable you feel. Isn't it nice when you've made it and finally feel like you've arrived? It feels exactly the same when you have chosen the right ITSM system.

**Our detailed approach shows you how to find out what your IT department needs and what steps it takes to choose the right ITSM tool and find the right provider.** You will get answers to the questions you usually ask when evaluating software and IT service providers and suggestions for the first contact with your future IT service provider.

Change in business can be intimidating and unsettling. **With our e-book, we help you look at your decisions from a different perspective and provide inspiration to make choosing the right ITSM system easy.**

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# Create your business plan

## WITHOUT A PLAN IT WILL BE DIFFICULT

**Before you buy a service management tool, we recommend that you create a business plan.** Make sure you don't waste your time and money. It all depends on you: What problems do you currently have and how could they be solved? **And most importantly: would buying a tool be the right decision?**

**Please include the following in your plan:** When management looks at IT and the services it provides, they see it as a cost centre that requires investment to maintain business continuity.



**Therefore, it can be difficult for IT departments to get the budget they need for software systems** that are considered extras by management. Fortunately, ITSM systems actually bring a significant return on investment.

**IT organisations that are able to demonstrate business benefits across the enterprise have an easier time justifying their costs** and winning management over to their service management platforms. Service management platforms actually deliver a measurable return on investment, in every area they touch.

**They help to** increase profit through reduced expenditure and provide a technical advantage that increases revenue.

**From our experience we know that you are faced with the difficult situation of** convincing your decision makers or whether it is worth investing time and money in an ITSM solution.

**To make this situation easier for you,** we show you ways to proceed in the best possible way. For us, this is the business plan.

**The business plan is quite simple to create.**

First answer the questions below to create your business plan. This is the first phase in developing a new ITSM service desk solution. The business plan is ideal for presenting the investment to the decision makers in the company.



01

**THE MOST IMPORTANT REASON FOR WRITING A BUSINESS PLAN IS TO DEFINE WHAT YOU WANT TO ACHIEVE.**

What do you think an optimal IT service management scenario looks like? In your first draft, you have no limits. **Use the users from all areas, whether IT, employees, managers or suppliers.** Plan the ideal system that would make it optimal for you.

**Design a scenario of what you think a perfect IT service management architecture would look like** and describe it. Do not overcomplicate this phase. Define the two to three most important goals of your ITSM? It is important that this system is to be used by everyone, so everyone should also be involved.



02

**ONCE YOU HAVE DECIDED ON YOUR PRIORITIES FOR DESIGNING THE PERFECT SERVICE MANAGEMENT TOOL, YOU SHOULD FOCUS ON THESE QUESTIONS.**

- What problems are you confronted with?
- What specific difficulties are you currently facing?
- How often and in which situations do they occur?
- How does this affect your employees?
- How much time and money would you save with a new solution?

**Choose two or three of your biggest problems** and look for goals you want to achieve in this area.

Calculate what the current productivity of your suppliers and employees costs.

What about the satisfaction of your employees, customers and suppliers? What risks are hidden here?





# Example 1

**IMAGINE A HELPDESK FOR A MEDIUM-SIZED COMPANY WITH 3,000 EMPLOYEES.**

On average, this helpdesk receives 7,000 requests per month, with an average request costing €25 to process, **resulting in a monthly cost of €175,000.**

With the help of a suitable ITSM platform and a live chat function to go with it, instead of dealing with one ticket at a time on the phone, staff can now deal with 3 tickets at the same time via chat. (This is just one of many possibilities).

**The average cost of taking out each ticket fell by a third, resulting in monthly savings of €58,310.**



## Example 2

ON AVERAGE, EMPLOYEES IN COMPANIES WITH FIRST-CLASS ITSM SERVICES LOSE ABOUT 18 HOURS OF WORKING TIME PER YEAR DUE TO TECHNICAL PROBLEMS, I.E. ABOUT 2 DAYS.

Employees working in organisations with poor IT services lose an estimated 96 productive hours or 12 days per year. ITSM systems work to eliminate productivity problems caused by computer and network outages.

The "Problem Management" and "Incident Management" modules enable IT teams to proactively identify problems and thus maintain staff productivity.

The savings achieved here should also be included in the IT team's ROI calculations and can be measured either against industry averages or internal benchmarks.

Automate routine tasks of employees, thereby achieving higher productivity of your employees as well as higher satisfaction and employee retention.

There are many studies on savings opportunities and productivity increases. Another statistic states that employees spend up to 32 days per year per employee due to the many different switches between tools.



## Example 3

### HERE ARE A FEW MORE IDEAS ON HOW YOU CAN FIND SAVINGS.

- 42% achieved cost savings in their business processes
- 38% were able to increase the productivity of their employees
- 35% achieved cost savings in IT systems
- 31% achieved faster response times for customers
- 18 % have achieved shorter time-to-market for goods and services.  
(Source: Forbes)
- Downtime costs \$5600/min (Source: Ponemon)
- Average downtime per year: 87 hours (Source: Gartner)
- The average Mean Time To Repair (MTTR)
- The average time required to bring a device or service back online - is 200 minutes per outage (Source: ITPI)

**These are just some of the most important points.** I recommend you to research the respective original articles Use this as a source of ideas, you will be able to collect the best figures in your company with the experience of your employees.

You yourself are your best advisor here, no one knows your company like your employees, customers and suppliers.



03

**EVEN IF YOUR CURRENT PROCESSES DO NOT HAVE ANY SIGNIFICANT WEAKNESSES, YOU SHOULD ASK YOURSELF, HOW SHOULD I DO THIS?**

You may have noticed providers with an apparently perfect ITSM system and assumed that your company would benefit from it. **But how exactly can you benefit from it?**

What would you wish for? That your employees or customers would be more independent and satisfied if you provided them with more knowledge? A modern and easy-to-use interface of the new ITSM tool?

Do you want to improve the service experience for customers and employees? What is your inner thought that you are searching for information to find a new ITSM tool? Keep this in mind, also research internally the views and inner thoughts of employees, customers and suppliers.

**These are all good reasons to make optimisations and improvements. Create convincing arguments for change.** If you have defined these arguments perfectly, you will be better able to push them through.

Your decision makers will be more willing to invest in the new ITSM tool.



# Analyse and implement

**THEY HAVE IDENTIFIED AN URGENT NEED TO CHANGE THE WAY THEIR SERVICE DESK OPERATES.**

You have spent some time thinking about the goals and problems involved.

The business case is almost complete. **However, there is still one last step that needs to be taken.**

Be honest: Would you be willing to look for a new system if you saw your balance sheet and the associated total costs now? Would you be willing to look for a new solution together with your team? What are the risks/disadvantages if you don't?

**Would it be worth it for your company as a whole? If your answer is "no", you should rethink and re-evaluate your goals or your current solution will meet your needs. If your answer is "yes", you can look forward to significant changes.**

This means you are ready to share your plans with both your team and your management. Your service desk team can create almost unimaginable things and you should present them to your colleagues and management. Convince the stakeholders in your organisation that a necessary change will lead to positive changes throughout the company and that you will benefit and save costs.

**Make sure you get the green light before you start looking for an ITSM tool and provider!**

The next section tells you everything you need to know about choosing the right tool for your team and your business.

# The further procedure

**YOU HAVE NOW DRAWN UP YOUR BUSINESS PLAN.**

NOW IS THE TIME TO CONSIDER YOUR OPTIONS. WITH SO MANY ALTERNATIVES AND PROVIDERS, WHERE SHOULD YOU START?

IF YOU ARE WELL PREPARED, YOU ARE ALREADY HALFWAY THERE. IN THE FOLLOWING YOU WILL FIND SOME HINTS THAT CAN HELP YOU TO CHOOSE THE RIGHT TOOL.



01

## CHECK OFF CHECKLIST

A Request for Information (RFI) is the first thing most companies send out when looking for new software.

**An RFI consists of a detailed document or list of technical features and solutions describing all technical specifications.**

In theory, this is a good idea: it allows you to compare providers and their solutions in a uniform and structured way. These tenders are very extensive, which means that they take a lot of time to evaluate. To save time, we recommend that you create a short list of requirements for the new software before sending it out to all potential providers.

You should carefully review your business plan and make a list of your requirements for the software.

- What are the technical requirements?
- Which functions are needed?
- Is local support offered?

Once you have narrowed down the list of potential providers using this checklist, you can send a detailed request to your preferred provider or have them present their solutions to you.

**The decision is yours.**



## 02

**THIS WAY IT IS EASIER**

**Checklists are an excellent starting point when you want to narrow down your research. But checklists do not answer two crucial questions:**

- How will the provider solve my problems?
- Can I trust him?

To answer the question of reliability, you need to do a little research. We will cover this in detail later.

**Now your groundwork comes into play.**

You have already set out your problems and objectives in your case study. You can ask the providers how they can help you, what support they can offer, whether your team will be encouraged to use their software, and how you will measure the success of the implementation of the new system. Ask for a quote based on these questions.

You may also need to request a sample application that describes how the software works. This will help you determine which provider offers the greatest benefit and is truly interested in solving your problems.

If you want a product that goes beyond the standard functions, you should ask the provider directly how they will solve your problems. Also ask questions that you might not normally dare to ask in order to challenge the provider/partner. From his reaction, you can see how important it is to him to solve your problems.



**03**

**COMBINE YOUR STRATEGY**

EVEN IF YOU WOULD LIKE TO HAVE BOTH, IN THE END YOU HAVE TO CHOOSE ONE OPTION. **OUR EXPERIENCE SHOWS THAT YOU SHOULD THINK ABOUT COMBINING BOTH STRATEGIES.**

IN THE END, YOU WANT TO HAVE A SELECTION OF PROVIDERS WHO CAN HELP YOU AND SOLVE YOUR PROBLEMS. THE LIST OF PROVIDERS CAN GET QUITE LARGE, AND AS THERE IS OFTEN NOT ENOUGH TIME TO DEAL WITH MANY PROVIDERS, YOU SHOULD FIRST DRAW UP A LIST TO HELP YOU NARROW DOWN YOUR CHOICES.

**DON'T JUST RELY ON THE PROVIDER'S GREAT MARKETING, BUT TAKE A CLOSE LOOK BEHIND THE SCENES.**

IN THE NEXT SECTION, WE WILL DISCUSS SOME THINGS TO CONSIDER ON YOUR CHECKLIST FOR FINDING THE IDEAL PROVIDER.



# Which ITSM solutions should you look out for?

## THERE ARE MANY OF THEM.

The truth is that most offer similar functions. If you look more closely, you will see that each company has its own personality.

For example, how they distribute their application and how adaptable and future-proof it is. You should weigh your options carefully and consider exactly what is best for you. It is important that you can count on the provider even after the purchase.

Likewise with your implementation partner. You don't want to switch to a new solution every year, but a long-term solution. Below are some technical points to consider when choosing a provider.



# Differences between SaaS and On-Premises

**INSTALLING A STANDARD ITSM SOLUTION, SUCH AS THE ONE CURRENTLY IN USE, ON PREMISE CAN BE EXPENSIVE AS YOU HAVE TO PAY FOR THE SOFTWARE, LICENCES AND MAINTENANCE COSTS UPFRONT.**

SaaS (Software as a Service), on the other hand, allows you to access and use the solution remotely, so you don't need to hire staff to perform updates and maintenance. **"On Premise" solutions have the advantage that you can customise and set up the software to your needs.**

Because SaaS solutions are hosted in the cloud, you don't have to worry about the software becoming outdated between updates. You pay a monthly fee for SaaS and the provider takes care of everything else. **SaaS is easy to set up and cost-effective.**

SaaS solutions are quick to set up and cheaper to maintain than local solutions. Continuous provisioning ensures that updates are obtained automatically.

The disadvantage is that they are less customisable than a local solution. You also need to be confident that your provider is protecting your data correctly.

Or should you still be unsure whether a change could take place in the future (short/medium/long term). **Choose a provider who can cover both.** Have the roadmap shown to you and write it down in the contract.



# Connections

**FOR YOU, IT'S ALL ABOUT THE ITSM SOLUTION, BUT YOUR NEW SOFTWARE SHOULD ALSO WORK WELL WITH THE OTHER TOOLS USED IN YOUR COMPANY.**

It should be easy to integrate employee data and network scans into your solution to save you a lot of time.

**Find out if your solution can connect to third-party software to** see if the interfaces work well. For example, can the solution connect to Active Directory or Teams?

**Can I create my own integrations via an open API?** How do interfaces change in the future? How open is the system in the event that something else needs to be taken into account at a later date. (Roadmap)



# You should definitely pay attention to this!

## WHEN CONSIDERING A NEW ITSM SOLUTION, THINK ABOUT THE LONG TERM.

Think not only about the present, but also about future challenges, changes and opportunities. Is the solution you are considering flexible enough to adapt to future changes and meet your needs?

**Can the ITSM system simply be converted to an ESM system?** Asset management? Software distribution? Monitoring? Self-service portal for staff and customers?

**For example, will you be able to collaborate with other departments in your company in the future?**

Can you use the solution to add new functions as needed? Can you remove components that are no longer needed?

Pay attention to flexibility!



# Simple operability of the system

**THE MOST IMPORTANT THING IS THAT THE SERVICE IS RIGHT.**

**WILL YOUR IT TEAM AND BUSINESS USERS WORK WELL WITH THE NEW SYSTEM?** THE EASIER A SOFTWARE IS TO USE, THE FEWER OBJECTIONS YOUR TEAM AND THE REST OF THE ORGANISATION WILL RAISE.

**FIRST ANSWER THE FOLLOWING QUESTION: DO** YOU REALLY WANT TO HIRE AN EXTERNAL CONSULTANT FOR EVERY CHANGE, NO MATTER HOW SMALL? IF NOT, YOU NEED TO FIND A SOLUTION THAT IS TRULY USER-FRIENDLY.

ALSO THINK ABOUT THE FOLLOWING POINTS:

- CAN YOU MAKE ADJUSTMENTS YOURSELF WITHOUT THE NEED FOR EXPENSIVE DEVELOPERS?
- IS THE USER INTERFACE DESIGNED TO BE INTUITIVE?
- CAN EMPLOYEES USE THE SELF-SERVICE PORTAL INDEPENDENTLY?

You can test all this with a demo version, or you can ask the provider to demonstrate the software and give concrete examples of how to use it. **Look carefully at what is displayed and see if the number of clicks required to submit and complete a request is apparent.** You should also look at whether the buttons are clear, whether the actions are logically linked and whether you can easily generate reports.

**It is best to check these points before investing and not afterwards.** It can also mean that you can cover overlapping functions with your provider. (HR, Finance, Facility Mgmt, etc.). Automation here can mean that other software products can be integrated, leaving only one interface for users. **This would be an excellent point to increase employee and customer satisfaction.** Look for certifications such as PinkVerify.

**Another necessary point is** whether adaptations can be handled quickly and flexibly. Keyword: **"No/Low Coding Function."** Have the roadmap/future presented to you. If there are important functions for you, ask whether they will certainly be released in the next version. Have them confirm this in writing.

# How to make a successful choice of provider

**MANY IT SERVICE MANAGEMENT (ITSM) SOLUTIONS ARE OVERLOADED WITH FEATURES, MAKING IT DIFFICULT TO CHOOSE A PROVIDER.**

THE SOFTWARE COMPONENT IS OF COURSE OF GREAT IMPORTANCE. IT IS OBVIOUS THAT YOU WANT QUALITY AT AN AFFORDABLE PRICE, AND A COMPANY THAT OFFERS THE MOST OPTIONS AND FEATURES SEEMS TO BE THE BEST SOLUTION.

THE BEST OPTION FOR YOU, HOWEVER, IS NOT LIMITED TO FANCY FEATURES. IT'S THE WHOLE PACKAGE THAT COUNTS. THE COMPANY YOU CHOOSE WILL BE THE BACKBONE OF YOUR NEW SOLUTION IF IT RESPONDS TO YOUR NEEDS AND ACTS AS A TRUE PARTNER. WE HAVE COMPILED A LIST TO HELP YOU MAKE YOUR CHOICE. WHEN CHOOSING A PROVIDER, YOU SHOULD CONSIDER THE FOLLOWING POINTS.



# You should keep these criteria in mind when choosing a provider/partner

Some believe that experience is crucial when choosing a provider.

**You should not simply choose the company that has been in business the longest.** You should consider, among other things, the company's customer base, customer loyalty and expansion since it entered the industry.

**Look for providers who have worked with companies and industries like yours to ensure compatibility.**

To get a better idea of how long-lasting and trustworthy this partnership could be, look at the company's industry experience and diverse client base. Does your partner have predefined processes already built into the tool. Are there **best practices guides**. Does your provider have a **standardised project plan for implementation?**

**That's why we recommend you** choose a company with a proven track record and a large client base. In addition, you rely on implementation partners. They will respond more individually to you and your needs.





# Support on site

Just like in a relationship, not everything runs smoothly with an ITSM tool.

Your provider can now look ahead with you and explain how they would support you if something goes wrong.

**Here you should choose a provider that has its own support staff.** These staff are likely to have a great deal of knowledge about the software and language support.

In our opinion, one of the hallmarks of excellent support is that the support staff go above and beyond to solve your problems.

**Consider this:** Do you need a global approach in your company? So 24/7 support and multilingual?



# Find the right partner

Providers who do not implement the software themselves are simply selling you a product.

You hire a subcontractor to install the software at your site. If such consultants do not work directly for the provider, they may not be involved in all processes and cannot optimally fulfil your requirements.

**Look out for terms like 'internal consultants' to find a reliable partner.**

How is the consultancy partner connected to the manufacturer? Does the partner have quality management. Partners have the advantage of being able to respond much more individually to your needs.

**Are there customer satisfaction surveys.** What do the business networks say about your partner? Is the partner only involved, or does the partner work very closely with the manufacturer?



# Thinking ahead - making life easier for employees

At the end of the day, only one thing matters: making life easier for your company's employees.

**You should also find out if the provider offers training.** What kind of training is available? Does it offer training for the first steps? Are there training opportunities for staff and application managers?

**If you choose a provider that offers webinars as well as training,** your colleagues and users will become more independent and confident in using a new ITSM solution.

**Are there additional workshops on topics such as knowledge management or other best practices?**

If you answer these questions, you will know whether a provider could be a long-term partner and not just a supplier with a short half-life.



# Value culture - a factor that should not be underestimated

**Choosing the right ITSM solution provider is crucial** because it affects the culture of the company, not just the installation of software.

Your new ITSM solution is developed by people, used by people and maintained by people. It therefore inevitably reflects the mindset and culture of these people.

**Is your provider's workforce highly engaged and motivated,** and does it have a culture that values empathy, freedom and trust?

**Consider your own values** and look for a provider that matches them. This may seem trivial compared to the importance of features and other characteristics of the provider, but in the long run, a provider that reflects your values will pay off.

**Does the manufacturer and partner have a commitment to values?** Examples would be Global Conduct or Honourable Businessman. What about customer satisfaction? Does the supplier/service provider have case studies or awards?



# These are the last 5 steps

**YOU HAVE JUST RECEIVED FINAL APPROVAL FROM MANAGEMENT TO PROCEED WITH BUILDING A SOLUTION BASED ON YOUR BUSINESS CASE, SOLUTION REQUIREMENTS AND VENDOR SELECTION.**

BEFORE YOU MAKE YOUR FINAL DECISION, YOU SHOULD CONSIDER A FEW THINGS.



# Do not lose your objectivity

**LOOK AT YOUR LIST OF REQUIREMENTS FROM STEP 2,** CONSULT ESTABLISHED INDEPENDENT ASSESSMENT PLATFORMS AND COLLECT DATA ON POTENTIAL PROVIDERS THAT MEET YOUR REQUIREMENTS.

**GET REFERENCES FROM THE MANUFACTURER.** IN OTHER WORDS, CONTACTS AND DIRECT CONTACTS WHO HAVE ALREADY CARRIED OUT THIS PROJECT WITH THIS PRODUCT.

**TALK TO THE EXISTING CUSTOMERS THEMSELVES.** THEY CAN HELP YOU GET A GOOD FEELING, GIVE YOU TIPS ON WHAT TO LOOK OUT FOR.

**IT IS ALWAYS BENEFICIAL TO** GET A VARIETY OF PERSPECTIVES ON YOUR POTENTIAL NEW ITSM SOLUTION.



# Select and define

ONCE YOU HAVE COLLECTED ALL THE NECESSARY DATA, YOU CAN START TO NARROW DOWN YOUR CHOICES. THE IDEAL WAY TO CONTACT PROVIDERS AT THIS STAGE IS TO ASK FOR A FACE-TO-FACE MEETING DIRECTLY, AND PREFERABLY WITH THE PARTNER WHO WILL LATER TAKE OVER THE IMPLEMENTATION.

YOU NOW NEED TO ASK THE QUESTIONS YOU FORMULATED BASED ON YOUR BUSINESS PLAN. DO YOU WANT TO SEE IF A VENDOR'S ITSM SOLUTION CAN SOLVE YOUR CURRENT SERVICE DESK PROBLEMS? THE VENDOR'S ITSM TOOL MAY SEEM TEMPTING AT FIRST GLANCE, BUT YOU SHOULD FIRST FOCUS ON WHETHER IT CAN EFFECTIVELY IMPROVE YOUR IT, WILL BE FUTURE-PROOF AND EXPANDABLE.

In the end, never forget to take a total cost view. Questions like:

- How quickly is the tool implemented?
- How complex are the adaptations?
- How many staff do I need for maintenance?
- How many servers do I need for the deployment.
- What other requirements must be met for the software? This may lead to further third party licensing and operating costs.
- Can the tool be maintained internally without the need for specialists? (no-/ low coding software)
- etc.



# Implementation phase

SINCE YOU HAVE ALREADY BEEN ABLE TO CROSS MANY PROVIDERS OFF YOUR LIST, IT IS NOW TIME TO ENQUIRE ABOUT THE TECHNICAL IMPLEMENTATION OF THE SOLUTION WITH YOUR PREFERRED PROVIDERS.

**IF YOU LOOK BACK AT STEP 2, YOU WILL REMEMBER THE KEY ELEMENTS OF SELECTING AN ITSM TOOL.** FOR EXAMPLE, HOW QUICKLY CAN YOU SET UP A NEW SOLUTION? CAN THE SYSTEM INTERFACE WITH THIRD PARTY SOFTWARE?

**IS IT ADAPTABLE?** YOU CAN ALSO ASK SOME OF THE QUESTIONS ABOUT THE PROVIDER DESCRIBED IN STEP 3.

THESE QUESTIONS MAY INCLUDE SUPPORT, ON-SITE OFFICES, WEBINARS, TRAINING AND EDUCATION.





# Budget control

NOW THAT YOU HAVE NARROWED DOWN YOUR LIST, IT IS TIME TO LOOK AT THE FINANCIAL ASPECT OF THE TOOL.

**OF COURSE, THE FUNCTIONS OF THE TOOL AND THE QUALITY OF THE PROVIDER ARE PARAMOUNT IN THE SELECTION PROCESS.** HOWEVER, IF THE COSTS ARE NOT JUSTIFIED OR DO NOT MATCH YOUR CURRENT BUDGET, YOU WILL NOT GET ANYWHERE. **WE ADVISE YOU TO LOOK NOT ONLY AT THE PRICE DIFFERENCES BETWEEN THE VARIOUS PROVIDERS,** BUT ALSO AT THE DIFFERENT OPTIONS AND PRICE SCALES OFFERED BY EACH PROVIDER.

Watch out for hidden costs.

## Example:

- Product A Licence costs € 100,000.
- Product B Licence costs € 25,000

Product A has operating costs of hardware/ support/ consulting/ development normal range

Product B is 20 times more expensive to run.

Product A is cheaper in the end.

Or what happens if your circumstances change, the contract may have to be adjusted. What costs will you incur?



# Software and licensing costs are a common aspect of ITSM providers' offerings.

CONSIDER THE FUNCTIONS OF THE SOLUTION IN DETAIL.

**A STANDARD SOLUTION WITH AN OPEN API IS USUALLY CHEAPER THAN A CUSTOMISED SOLUTION THAT REQUIRES NUMEROUS ADAPTATIONS.**

**ASK THE PROVIDER FOR A DETAILED AND CLEAR COST BREAKDOWN.** IN ADDITION TO THE ITEMS MENTIONED ABOVE, ALSO CONSIDER THE LESS KNOWN OR HIDDEN COSTS.

FOR EXAMPLE, YOU MAY HAVE TO PAY EXTRA FOR EQUIPMENT CREATION, 24/7 SUPPORT, ADDITIONAL TRAINING MATERIAL, IMPLEMENTATION TIME AND THE EFFORT REQUIRED TO IMPLEMENT THE ADJUSTMENTS.

**FINALLY, YOU SHOULD EVALUATE THE FLEXIBILITY AND SCALABILITY OF THE SOLUTION.** WHAT WILL YOU HAVE TO SPEND MORE ON WHEN YOUR COMPANY EXPANDS? ARE YOU THINKING ABOUT THE FUTURE, DO YOU HAVE A PROVIDER THAT WILL COVER ALL YOUR NEEDS IN THE FUTURE?



# Many thanks

## We are here to help you.

Tröger IT Business Consulting can be a good choice if you are looking for a new ITSM/ ESM/ITOM solution.

Our software is state-of-the-art, user-friendly and easy to set up. As a partner, we at Tröger IT Business Consulting are always happy to assist you and answer your questions quickly. We are manufacturer-independent and have different providers in our portfolio. Our partnerships are closely linked to the companies and the developers of the products. We also regularly visit the developer teams of the manufacturers.

We provide independent advice for all your IT management needs and can be your single point of contact. To learn more about us, simply request a personal presentation. This way you will learn directly how we can support you and solve your problems.

Arrange a personal Tröger IT Business Consulting presentation at: [troeger-services.com/erstgepraech](https://troeger-services.com/erstgepraech)

 Address

Tröger IT Business Consulting GmbH  
Managing Director: André Tröger  
Fir Lane 4a  
90522 Oberasbach

 Phone

+49-160-94668937

 Website

[troeger-services.com](https://troeger-services.com)



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