

# Total cost of ownership of your current ITSM solution too high?

ESM in your hands... at a fraction of the cost



Does your chosen system feel like a big snowball of wasted expenses?

Enterprise Service Management (ESM) is helping organizations provide a better service experience across the business. But relying on outdated or complicated systems to achieve this can be a costly affair. With long implementation processes, confusing licensing models, and expensive feature upgrades or necessary add-ons, before you know it, your total cost of ownership for your ESM has skyrocketed. At this point, is it still worth it?

What can you do?



Achieve more without the money drain with IFS assyst.

IFS assyst keeps ESM simple. Organizations can easily deploy and upgrade ESM capabilities across the entire business, with little overhead required. The ease of adoption means you can get the platform running in a matter of weeks. Non-technical teams can also take advantage of our codeless technologies to optimize their processes, reducing IT teams' burden. And with our pricing model, you won't have to worry about hidden costs, representing the best value-to-cost ratio in the marketplace.

## Value you can get behind



**Swift implementation process**  
Start transforming the service experience in a matter of weeks, not months



**Drag-and-drop technology**  
Empower everyone in the business to craft high-quality service delivery



**All in one license**  
Find everything you need to make your daily work easier all under one license – ESM, ITSM, ITOM



**T-shirt sizing price model**  
Pay a single price based on company size

As we expand, it is very easy to increase our use of assyst and roll out additional licenses so that all staff can benefit from the service. Since implementation, SAIB have increased their licenses 250% within a year.

Assistant General Manager  
Shared Services Delivery & Support Unit, SAIB

**The Challenges**

During a period of growth in 2011, a new skilled and experienced team was put in place in SAIB. To deliver on an IT vision for an IT department in keeping with Saudi Arabia's former governing bank, there was an overhaul of systems and it was decided that solutions should be transparent, including ITSM. Within a year Assyst System's addition, assyst had been selected then implemented with the full support of the board of SAIB. The SAIB management team were involved from day one, supporting IT with a clear vision and well-defined challenges.

SAIB were previously using ITAT Service Management from Frontange but they decided to implement a new solution as they were facing various problems, including a lack of control over SLAs, user difficulties with the flexibility and capability of reporting. SAIB also found that tracking and follow up of incidents wasn't sufficient in their services solution.

The bank required an ITSM solution that would allow full ITIL support within the organization, and that would help overcome the processes required to adhere to ISO 20000 compliance. They required full control of SLAs, comprehensive tracking and monitoring of the incident lifecycle, innovative dashboards and analytics.

**The Solution**

SAIB purchased assyst through a local partner, Arabic Computer Systems. The ACS team then led the programme with Arabic Computer Systems during the two months from inception to go live. Arabic leveraged their tried and tested deployment methodology to ensure success and mitigate any risks in deployment, resulting in a smooth migration and problem-free operational solution.

SAIB implemented assyst in 2012 and are using the latest version.

**About Saudi Investment Bank (SAIB)**

Established by Royal Decree in 1976, the Saudi Investment Bank (SAIB) is the fastest growing bank in Saudi Arabia. SAIB's focus on Assets (ROA) rose by 67% and the bank's ROE rose by 10% from 26.27% to 36.18% in only 12 months to March 2013. SAIB attributes their success to their focus on financing customers who are principally VIF (venture and private companies) within the Saudi market.

Offering traditional wholesale, retail and commercial banking products in more than 32 branches throughout the Kingdom, the bank employs 100 staff including 40 members of the IT team.

[Read SAIB's full story](#)

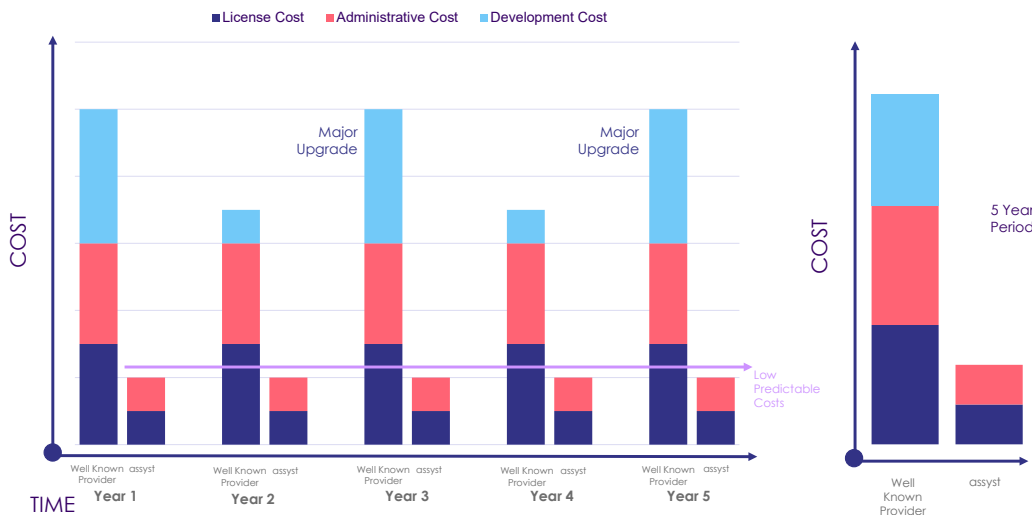
### ESM in your hands...at a fraction of the cost

With IFS assyst's low predictable costs, you can rest assured that garnering ESM capabilities won't burn a hole in your pocket. The graph below demonstrates a side-by-side comparison of the total cost of ownership of IFS assyst and another ESM/ITSM provider, ServiceNow, across a 5-year license period. Not only does IFS assyst's codeless technology eliminates development costs, but its low license pricing and reduced administrative burden can help you save up to 80% in the total

cost of ownership! No need to worry about budgeting for regular forced upgrades either, as enhancements or updates are already accounted for in the IFS assyst enterprise license.

"The key factor in choosing assyst was the comprehensive functionality of the software and the combination of all ITIL processes in one solution. The fair price/performance ratio was another important aspect. We still hold this view today." - KSB

## TCO Comparison & 5-yr. TCO Summary



### About IFS assyst

Global brands trust IFS assyst to automate complex business processes easily without fuss. We deliver frictionless customer and employee experiences, one intelligent workflow at a time. Whether you're in IT, HR, Facilities, Finance, or any other team, IFS assyst puts enterprise service management technology within your reach.

Take the boring out of everyday tasks and focus on work that matters.

### What's next?

There's no need to tolerate your ESM's unjustifiably high total cost of ownership. Kickstart your business and digital transformation journey with IFS assyst.

Get in touch to see how we can assyst you today!

[Get started](#)

