



G-CLOUD 15

SERVICE DEFINITION

ENABLE. EMPOWER. ELEVATE.



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Vivantio is flexible, configurable service management software that meets the demands of any service team across an entire organisation.

Vivantio's pricing model reflects this ethos.

By centralising service management operations, companies can reduce licensing costs, improve inter-departmental efficiencies, share knowledge and centralise management reporting, allowing business owners and department heads to focus on the true cost of service delivery and measure service excellence.

SERVICE YOUR WAY

Today, most organisations make use of technology to help improve efficiency, reduce costs and improve customer services. But too often, this is done disparately, fractured into separate systems for each department or group in the company.

The flexibility and configurability of the Vivantio platform enables organisations to centralise service management and customer service processes across multiple departments into a single, scalable solution.

By centralising service management operations, you can reduce license costs, improve inter-departmental efficiencies, share knowledge and centralise management reporting, allowing business owners and department heads to focus on the true cost of service delivery and measure service excellence.

FLEXIBLE SERVICE MANAGEMENT

Since 2003, Vivantio has been helping organisations of all sizes deliver service efficiencies and improve customer services.

The core of our solution starts with FLEX, Vivantio's innovative approach to service management. FLEX combines over a decade of service delivery experience with the latest technologies to deliver the best in service management technology.

This fusion provides a slick, easy-to-use, intuitive interface and experience, plus highly configurable layouts and processes that work for the end user.

For small organisations and large enterprises alike, customer service plays a significant part in business success. And no matter the department– IT, Customer Service, HR, Facilities or any other internal service delivery department–or if one delivers managed services or other support to external customers, Vivantio works seamlessly and holistically across the entire organisation.

PIONEERS IN SAAS SERVICE MANAGEMENT

Vivantio was the first service management company to develop a cloud-based application. Presently, 95% of our customers choose our cloud-based solution because:

- Vivantio is an experienced cloud vendor—we've been in the SaaS software space for 20+ years
- Vivantio can be accessed anywhere and, thanks to mobile-optimization, on any device
- Vivantio's cloud-based service management solution is continuously deployed, meaning your instance is always up to date with no interruption to service
- Vivantio offers unparalleled uptime and product reliability thanks to our partnership with Microsoft Azure

But if industry or organisation-specific regulatory requirements necessitate an on-premise deployment, we can deliver that, too, with the same great platform and features.

VIVANTIO KEY FEATURES

Vivantio has all the features you need to power an enterprise-level service management operation. But we also understand that requirements are different across service teams. As well as adopting and supporting ITIL framework principles, our flexible approach empowers organisations to develop their own internal processes, too.

BUSINESS UNITS

Extend service management beyond IT and into Facilities, Customer Services, HR, Finance and any other service team within an organisation. Business Units functionality allows you to define data and process permissions within each team, consolidate key service processes and give management a holistic view of all operations.

EXTERNAL CUSTOMER SUPPORT

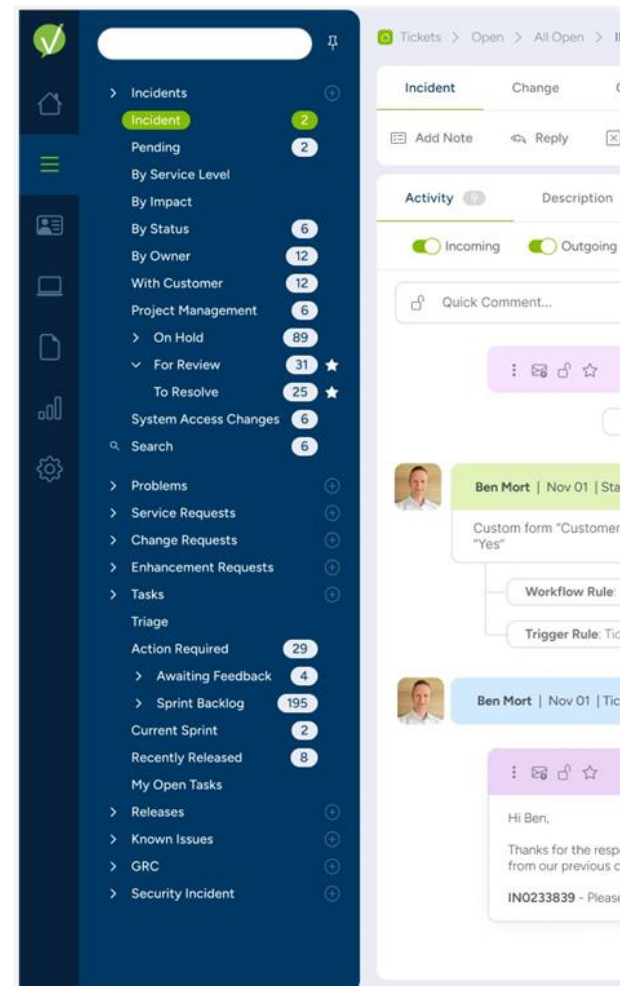
Vivantio's power and flexibility can likewise be leveraged for managed service providers and other organisations who provide service to external customers, with a special emphasis on strategic data segregation and an unlimited set of configurable, branded service portals.

CONFIGURABLE VIEWS

Service teams often work differently, so why be rigid in delivering the information they need? Using FLEX UI, configure different views for different teams or users based on what is important to them. Design list views and detail view screens for different request types.

BRINGING IT HOME

Vivantio's configurable home screen brings information from all different areas into a single view. Charts, dashboards, lists, processes are all in one place. Keep on top of the work and be notified regarding any changes.



LIST VIEW

Choose from list, detail, Kanban and calendar views. Update records from list views without having to navigate to the details. Change ownership or priority from Kanban views with drag-and-drop functionality.

ENHANCED COMMUNICATIONS

View the communication with your customers, colleagues and system events jointly or separately through configurable self-service instances and via customer or technician-to-technician chat.

WHY VIVANTIO

REDUCE COSTS

Vivantio provides multiple licensing options, including named and concurrent licenses or any mix of the two, to allow companies to maximise their investment and keep all their service teams connected. Consolidating licensing across all departments within the business secures even larger volume discounts.

IMPROVE EFFICIENCIES

- Use self-service for self-help and customer diagnosis before reaching the service team
- Craft custom self-service strategy using custom forms, fields and layouts to capture relevant information from end-users, reducing back and forth conversations with technicians
- Use service automation to streamline ticket routing
- Integration across multiple platforms
- Roles and permissions across service teams allows users to see only what they need to

MAXIMISE PRODUCTIVITY

- Route tickets to the team best suited to help
- Use tasks to assign work to others
- Strategise task assignments so multiple people can work on parts of an issue relevant to them
- Utilise automated workflows to route tickets along a pre-defined path with input from customers, techs, managers or others to carry out tasks or approve work
- Use chat for quick Q&A

IMPROVE RESPONSIVENESS

- Dashboards, trigger rules and escalation rules keep managers and staff informed, and ensures details aren't missed
- Keep people informed using automation

MONITOR AND IMPROVE SERVICE

- Report Builder tool empowers users to report on anything and everything in Vivantio that's important to service operations
- Gather immediate, valuable feedback from end-users using surveys

UNIFY YOUR SERVICE ORGANISATION

- Use service management best practices in all customer service teams
- Bring all service data together for informed managerial analysis
- Share best practice amongst separate groups
- Monitor service improvement across the entire organisation



PROFESSIONAL SERVICES

<https://support.vivantio.com>

SERVICE LEVELS

PRIORITY	IMPACT ON ORGANISATION	TARGET RESPONSE	TARGET RESOLUTION*
P1	An unplanned incident causing loss of service to multiple departments and locations.	30 mins	1 hr
P2	Organisation or individual affected by reduced functionality causing disruption to the completion of critical business tasks.	1 hr	8 hrs
P3	Organisation or individual affected by reduced functionality not causing disruption to the completion of critical business tasks.	2 hrs	16 hrs
N/A	Non-critical request or question,	1 day	N/A
Service	Installations or changes that are chargeable requests. These also include professional services not relating to any fault.	2 days	As Agreed

*The target resolution refers to the time it takes to provide an appropriate solution.

Vivantio offers in-house professional services such as on-boarding, on or off-site training, planning and design sessions, application configuration and report writing. These professional services can be delivered remotely or on-site.

Vivantio does not work with channel partners or outsource this work—all professional services are carried out by qualified, ITIL-trained Vivantio full-time employees.

SUPPORT

The Vivantio Support Desk provides a point of contact for all service-related questions. The Standard service level is provided to all UK, European and North American customers by a dedicated support team. The support team are contactable via phone, email or ticket.

Emails will be automatically processed and logged with the service desk. Customers will receive an automated response via email including an incident number which should be used for further communication with support staff.

Self Service Customer Portal: The support portal can be used to log or track exiting service requests:

We aim to assign all requests within 30 minutes.

Whichever method you use to contact the support desk, the first steps are to ensure that all the relevant information is recorded, decide on a priority and assign the request to an individual or team within Vivantio.

All service requests need a priority so that we can properly plan our work and decide in what order to work on the incidents that have been recorded. When assessing priority, we will consider what our customers have said about the impact the problem is having on their organisation.

If you contact us via email or the web self-service portal, you may be contacted for further information before the request can be assigned.

STANDARD SUPPORT HOURS (excl Public holidays)

UK – 9 a.m. to 5 p.m. GMT, Monday to Friday

US – 8 a.m. to 5 p.m. EST, Monday to Friday

SUPPORT CHANNELS

Telephone:

United Kingdom Phone +44 (0) 1934 424840

North America Phone +1 800 676 3185

Email: support@vivantio.com

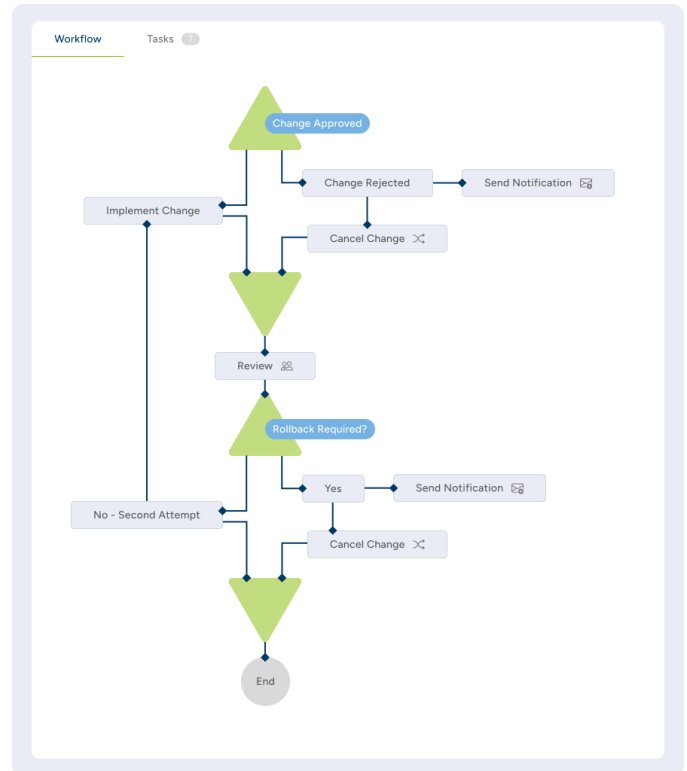
UPDATES AND PRODUCT IMPROVEMENTS

Vivantio operates all scheduled maintenance outside of core business hours, typically on the weekend. System administrators (specified by the customer during purchase) are given notice 2 weeks prior to any work being carried out on the platform or the software.

As part of the notification process, a copy of the software release notes will be provided that describes in detail all the latest features and enhancements that are included in the service release.

Customers can also request a trial of the latest version to test specific features. Please contact your account manager or the support team for more information.

Service releases are applied to all customers at once due to the multi-tenant environment we operate. However, we understand that not all customers require or want some of the features within a release. For this reason, we disable all new features and ask customers to choose through configuration in the admin area which features to enable.



LICENSING MODEL

Vivantio offers both named and concurrent licenses.

A named license is allocated to a particular agent and cannot be shared. Concurrent licenses sit in a shared pool. Each time an agent logs in, he/she temporarily uses up one license. When he/she logs out, the license is returned to the pool for someone else to use.

Customers and end users don't need licenses to use your self-service web portal.

Customers may utilise a mix of both named and concurrent licenses to meet their functional needs.

DELIVERY

Vivantio can be delivered in two ways: SaaS or on-premise. With SaaS delivery, Vivantio users don't have to worry about maintaining and upgrading their servers or backing up their data.

With on-premise delivery, the entire platform is installed on a customer's own server. More than 93% of Vivantio's customers choose SaaS delivery for its rolling seamless updates, reliable uptime and ease of deployment.

MAINTENANCE AND SUPPORT

Vivantio is a SaaS company, so all associated maintenance, updates and support are included within the annual license fee. There are no separate costs for this service.

PAYMENT TERMS

Subscriptions to Vivantio are billed annually and paid up-front, net 30.

Customer Case Study

A rise in customer retention by just 5% can increase profits from 25-95%

"We learned how we could take a cumbersome, highly bespoke portal and leverage Vivantio's out-of-the-box capabilities to really get up and running quickly."

– Brett Firth, Systems Team Leader, **NG Bailey: Construction | Engineering | Services**

[Read the Case Study](#)



PRICING

Vivantio One Platform Pricing is Simple:
All Features Included for the Listed Price.

The platform is perfect for small to medium-size service desk operations looking to increase efficiency. It is also built to scale and meet the complex business needs of larger organisations, including multi-site outfits, multi-department implementations and MSPs.

VOLUME DISCOUNTING

Vivantio pricing is based on a volume discount system.

The more total licenses you order, the greater discount you secure per license across the entire initial order.

Your organisation's license total includes any mix of named or concurrent licenses across all participating departments, groups or subsidiaries.

PROFESSIONAL SERVICES

Vivantio offers in-house professional services such as on-boarding, on- or off-site training, planning and design sessions, application configuration and report writing.

These professional services can be delivered remotely, at Vivantio's offices or on-site.

Vivantio does not work with channel partners or outsource this work—all professional services are carried out by qualified, ITIL-trained Vivantio full-time employees.

Professional services are billed at £1,200 per day.

Add applicable expenses (travel, lodging) for on-site service delivery.

CUSTOM DEVELOPMENT

Vivantio can carry out customer-specific development for customers with unique requirements, subject to scope and approval.

Custom development is billed at £1,200 per day.

ONE PLATFORM PRICING

	LICENSES	PER USER PER YEAR
NAMED	5	857
	15	822
	25	789
	50	719
	100	677
	200	600
CONCURRENT	5	1,285
	15	1,234
	25	1,182
	50	1,079
	100	1015
	200	900

Pricing is £GBP per user per year, paid in advance.

Pricing does not include VAT.

ABOUT VIVANTIO

At Vivantio, we build service management software that empowers organisations to provide the best service possible.

Customers have made use of our innovative SaaS software across the globe since 2003, including public sector organisations, large businesses and independent service companies. In that time, we've come to learn that great service reaches well beyond your organisation's help desk: it permeates every department of entire organizations and can mean the difference between reaching and exceeding goals and coming up short.

With the Vivantio Platform, we provide a service management solution that is competitively priced, flexible and scalable, so you can improve service while reducing costs and know that your unique service vision will be supported into the future.

FOUNDED

2003

LOCATIONS

United Kingdom & United States



