

Easit ServiceDesk™

Web-based ITSM tool for IT support



Manage your IT support and

IT equipment according to ITIL

Easit ServiceDesk™ – an ITSM tool verified for 10 ITIL processes

- The tool is easy to use and quick to get started with.
- ITIL certified processes.
- Raises the quality and simplifies the customer dialogue and knowledge transfer.
- Automated monitoring with alarm function and escalation.
- Advanced SLA management makes sure the customer gets timely assistance.
- Provides statistics and support for decisions and changes.

ServiceDesk for your IT support

Upgrade your IT department with Easit ServiceDesk™ – an educational and user friendly ITSM tool that handles your support cases and your IT equipment according to ITIL. Easit ServiceDesk™ is the tool for those who place high demands on quality and support, and wish to use a Swedish-made IT Service Management System. The 10 ITIL processes included are verified by OGC and Pink Elephant, which guarantees the expertise of the system.



Increases quality

Easit ServiceDesk™ helps to raise the quality and simplifies customer dialogue and knowledge transfer in the business. Using advanced SLA management ensures that customers receive help in time. Plus, you get access to automated monitoring with alarm and escalation functionality.

Statistics and data

With the help of Easit ServiceDesk™ you get a customized ITSM tool for your business and its unique needs. It helps you to gather statistics and bases for future decisions and changes. Easit has extensive experience of IT tools and have many satisfied customers in the private sector, government agencies and municipalities. Our products are web based which means openness and low cost of implementation and operation.

"Easit has a deep understanding of the request processes within the IT function. Therefore, Easit IT Service Management system meets our requirements very well and impact objectives we had when we were about to change to a new system. An additional factor was that we got all our processes in the same system, that is, customer portal, online shop, incident management and service catalog."

Per Olofsson, MittMedia



Easit's product philosophy



Easy to use

All Easit's products are easy to implement and use. Many features can be configured by our customers.



Effective training

Easit offers all customers an efficient training of the system. Customers can then manage, administer and configure the software on their own.



Flexible licensing

Our products are licensed per company and manager. The number of end users is therefore unlimited.



Buy or rent

Choose whether you want to rent the software as a cloud service or purchase the software and take care of operation yourself.

Verified for ten ITIL processes

Easit ServiceDesk™ is verified in the following ITIL processes with Pink Elephant:

Incident Management

This reactive process ensures that the user who reports a fault, as soon as possible is able to return to normal work.

Problem Management

The goal is to find the reason why an incident occurs and to prevent it from happening again. An identified cause becomes a known problem that can be corrected.

Service Asset & Configuration Management

Ensures that the IT infrastructure is documented and updated. Consequence analyses prior to changes require that the relations between system components are well documented. This is done in the configuration database, CMDB.

Change Management

The goal is to ensure well-planned and approved changes that lead to fewer incidents.

Service Level Management

Registration of agreements with the customer about what the IT service should include. The structure facilitates for the customer and the IT department to discuss and measure the quality of service.

Event Management

One of the main activities in IT operations. Responsible for filtering and categorizing events, make decisions about the appropriate measure and verify that the event is handled correctly and thus can be closed. The process can also analyze events and generate alarms if it detects patterns that indicate the need for further action.

Request Fulfillment

Responding to requests – everything from changing the password to more RAM. The need is recorded and sent to the next instance, for example from the support department to the purchasing department.

Service Catalog

A database or structured document with information about all live IT services, including those available for deployment. The service catalogue is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services.

Service Portfolio

The complete set of services that is managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services.

Knowledge Management

The process responsible for sharing perspectives, ideas, experience and information, and for ensuring that these are available in the right place and at the right time. The knowledge management process enables informed decisions, and improves efficiency by reducing the need to rediscover knowledge.



We are with you all the way!

Easit's staff has extensive experience from large developments projects, methodology and change management. Easit is with you the whole way, from the first meeting until the system is installed and the client properly trained.

Easit can also offer help to those customers who wish to have some assistance in identifying or securing changes in a process, both before and after commissioning. Easit's support department in Sweden is always available for you.

Easit's Implementation Model™

