



IT Asset Management Software Category

SPRING 2023
Customer Success Report





IT Asset Management Software Category

IT Asset Management (ITAM) software is used to manage all elements of hardware and software used by an organization. It allows enterprises to implement business practices that include IT assets across the firm's business units. You can combine ITAM with risk, contractual, inventory, and financial management processes to efficiently handle the lifecycle of these assets, including tactical decision making.

ITAM software helps to collect detailed software and hardware inventory information which is utilized to make informed decisions on purchases and how assets are leveraged. Precise IT asset inventory assists businesses to more effectively use their existing assets and avoid needless asset buys by re-utilizing current resources. ITAM also allows enterprises to reduce the expenses of unknowingly developing new IT projects on unknown or outdated infrastructure foundations.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2023 Customer Success Awards

Check out this list of the highest rated IT Asset Management Software based on the FeaturedCustomers Customer Success Report.



* Companies listed in alphabetical order



2023
IT ASSET
MANAGEMENT
SOFTWARE

MARKET LEADER





ABOUT ASSET PANDA



Asset Panda, the most powerful, yet simple to use free asset tracking software in the world, enables clients to track their valuable assets exactly how they want, and from the mobile devices they already carry. The platform may be accessed either online or via free mobile iOS and Android apps that sync with the cloud. The apps include a mobile barcode scanner, so there's no need to purchase a separate handheld barcode scanner. Users can add voice notes, videos, documents or photos to the asset's information.

366

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“I believe Asset Panda has saved us money by allowing the accounting department to remove assets they are paying taxes on. It has also allowed us to budget better, knowing how many machines will need to be replaced in the coming year. I am saving around an hour of time each day that would be spent trying to track down assets or troubleshooting IT/maintenance issues that were not noted in our old Excel spreadsheets. Asset Panda is...”

PETER MURRAY
IT PROGRAMS ANALYST, GASTROENTEROLOGY
CONSULTANTS

“The feature of the software that's been especially useful is its flexibility. We're able to customize many of the various functions to support our needs without having to go to an IT development team. We're too early in our plan to realize the financial benefits that are possible; however, the visibility of equipment across office and field-based platforms on a real-time basis is a very big plus.”

GERALD GENTLE
SR. PROJECT MANAGER, SCHNEIDER ELECTRIC

“We've saved at least an hour a day since switching to Asset Panda; both the mobile app and desktop versions are easy-to-use, and the app is highly accessible when on job sites. The customer support is 10/10, despite a slight delay due to the time difference (no one can help that)! We'd definitely recommend Asset Panda to other construction companies needing to update...”

THOMAS WEST
GROUP ICT MANAGER, GMI CONSTRUCTION

“The fact that Asset Panda is saving us up to five hours a day is a tremendous benefit of the software. That is time that can be better spent by members of our team on tasks other than searching for lost or misplaced assets or manual entry of data into a spreadsheet. The Asset Panda interface was easy to understand and customer support was top notch when getting...”

JASON ADAMS
DIRECTOR OF IT, DENVER SEMINARY

TRUSTED BY





ABOUT DEVICE42

DEVICE42

Device42 is the most comprehensive agentless discovery system for Hybrid IT available today. Device42 can continuously discover, map, and optimize infrastructure and applications across data centers and cloud, providing accurate views of your IT ecosystem. Device42 intelligently groups discovered workloads by application affinities, dramatically reducing the effort required to create move groups, capturing all communications. Customers in more than 60 countries including Global 2000 clients and Systems Integrators use these capabilities as they manage and modernize their IT infrastructure and...

61

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Trying to manage IT inventory without a tool that stores accurate device data in a centralized database is very difficult. Manually managed lists are burdensome and quickly become out of sync with the actual environment. One of the keys that sold us on Device42 is that it’s “fast” in every way. It’s easy to get information in and out, easy to install, support is fast, the user interface is fast, the purchase process was fast, and the software itself was fast to learn - We don’t like wasting time, and with Device42, no time was wasted.”

GRAVITY R&D

“Device42 was obviously built with the hybrid and cloud-only environments in mind, and if you run a hybrid or cloud-only datacenter, Device42 is a great choice. They also offer stellar support, and really value customer feedback & requests - We knew they were the right choice when they offered to let us pilot their Agent Based Discovery, and we couldn’t be happier with the results.”

APPDIRECT

“HBC has grown significantly through mergers and acquisitions. It includes a lot of different platforms. Our IT estate also has many home-grown and off-the-shelf applications that span across its different platforms and data centers.”

SHAKIB SHAYEGH
DIRECTOR OF THE INFRASTRUCTURE TEAM, HUDSON'S BAY COMPANY

“Device42 eliminates hours of manually taking and updating inventory and I like its ease of use and having everything in one application. I’m also very satisfied with the support I receive from Device42 and would definitely recommend Device42 to others!”

NICK FREDERICK
NETWORK ENGINEER, ONECHICAGO

TRUSTED BY





ABOUT FRESHSERVICE



Freshservice is a cloud-based IT service desk and IT service management (ITSM) solution that leverages ITIL best practices to enable organizations to focus on exceptional service delivery and customer satisfaction. With its intuitive and simple UI, Freshservice is easy to configure for use in various business functions like HR, facilities, marketing, finance. Freshservice is the Winner of SDI's Best Implementation of an ITSM Solution Award 2017, and ranked the best software for mid market IT teams in G2 Crowd.

229

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“The things that really brought us to Freshservice were asset management and contract management. Each of our business units was doing things differently and no one was really doing well. Then when we had a demo of Freshservice to see how we could leverage and standardize things across units, [and] we really liked its features. In fact, contract management was not even something that we were looking at, but having it really brought us along.”

JARED WEST
OPERATIONS MANAGER FOR IT, EAST WEST
HOSPITALITY

“We were impressed with the way Freshservice presented their features, functions and benefits from an end-user point of view at a Service Desk Open House. There was no hard selling or pressure. We felt that here was a solution that made us feel that it was designed for us. The sales folk were forthcoming and let us try out a full version. That clinched the deal.”

LUKE PARDON
SERVICE DESK TEAM LEADER, MARSH & PARSONS

“IT Support Specialist at Synpulse, recommends Freshservice as an affordable and reasonably priced end-to-end ITSM solution offering an intuitive Service Catalog to enable in-house knowledge management.”

ROME OROFEO
IT SUPPORT SPECIALIST, SYNPUULSE

“In addition to the service desk software, we also had asset management software. It was an outdated system and no longer fit for purpose. Getting it back into shape was not an option and it was also very expensive.”

PHILIP GARDHAM
SERVICE DESK TEAM LEAD, ARCO

TRUSTED BY





ABOUT IVANTI



Ivanti is IT evolved. By integrating and automating critical IT tasks, Ivanti helps IT organisations secure the digital workplace. For more than three decades, Ivanti has helped IT professionals address security threats, manage devices and optimise their user experience. From traditional PCs, to mobile devices, virtual machines and the data center, Ivanti helps discover and manage your IT assets wherever they are located, improving IT service delivery and reducing risk. Ivanti also ensures that supply chain and warehouse teams are effectively leveraging the most up-to-date technology to improve productivity throughout their...

186

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Using Ivanti Service Manager in the cloud makes it easy to get things done because we can do it ourselves, without needing more internal or technical resources. We’re getting so much acceptance that we now have to prioritize all the requests for new IT service applications. It’s a nice challenge to have.”

ALISON STILLWELL
IT SERVICE DESK MANAGER, LOYOLA UNIVERSITY
CHICAGO

“We quickly agreed that the new ITSM solution should be cloud-based for smaller management overhead and provide a realtime understanding of IT issues being posed. It was essential that the winning solution be deployed out-of-the-box to avoid complexity and with our processes already incorporated.”

TONY DEEB
AGGREKO

“With Ivanti, we are able to centrally manage a single golden image yet personalize the desktop. So, IT is able to manage our enterprise environment more easily, yet users get a more personalized workspace with the right access levels.”

DAVID ENRIQUEZ
SR. DIRECTOR, IT, MIAMI MARLINS

“Ivanti has a powerful platform. It is not just an IT ticketing tool. It is a platform that can be used outside of IT as easily as within IT.”

MARK TEMPLE
IT SERVICE PROJECT MANAGER, UNIVERSITY OF
GLASGOW

TRUSTED BY





ABOUT SYSAID



SysAid provides IT and enterprise service management solutions that transform IT agent productivity, drastically enhance the end-user experience, and drive value across the organization. SysAid partners with over 10,000 customers, from small businesses to Fortune 500 enterprises across 140 countries. Available as a cloud-based and on-premises solution, SysAid combines all the essential IT tools in one platform.

91

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

“We've been using SysAid for 5 years to serve our 13 statewide bank branches. All excel sheets were replaced with SysAid's Asset Management process, and we've been able to track any network changes via the ITIL Change Management module. The Reporting feature is vital for us as we need to present our monthly metrics to management.”

STEVEN TAKEDA
VP OF INFRASTRUCTURE SUPPORT, HAWAII NATIONAL BANK

“SysAid is an excellent IT management software that has tons of features that make my job as an IT manager easier. The ticketing system is easy for our end users and the asset management makes tracking equipment a breeze. We also benefit from the ability to remote into our end users' machines. To have all of this rolled into one package is extremely helpful.”

ERIC KRUEGER
IS SUPERVISOR, OILES AMERICA CORPORATION

“For us, SysAid is a very robust system that incorporates everything we've ever needed and wanted for the university. In particular, it has significant value in terms of its ITIL capabilities, its flexibility, the fact that it's easy to configure the templates and the interface, and the ease of use for non-IT end users.”

DUSTIN NIGRO
SENIOR TECHNICIAN, GEORGETOWN UNIVERSITY LAW CENTER

“SysAid truly is the number one helpdesk resource for IT admins, from ticket logging to self-service account unlocks - it has it all. But not only that, SysAid listens to its customers.”

JONATHAN PURVIS
IT MANAGER, KEFRON

TRUSTED BY





ABOUT TOPDESK



TOPdesk founded in Delft, the Netherlands, over 25 years ago by 2 students who wanted to make a difference. Their goal was to help others improve their customer service – with software that is simple and easy to use. Since then, the organization grown from 2 employees to 750, and from a single small office to over 15 branches worldwide. They might be large, but they have never stopped believing in their core values: listening to the customer’s needs and giving employees the trust, freedom, and responsibility to do great things.

104

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“TOPdesk is very friendly and helpful. They implemented TOPdesk quicker and easier than expected. TOPdesk consultants led the set-up, devised a detailed daily plan and laid out every task clearly. They are the most hands-on company that I’ve worked with in 10 years. We’ve never had a deployment go as smoothly.”

DEREK GALIPEAU
SUPERVISOR OF TECHNICAL SERVICES & SUPPORT,
DISTRICT SCHOOL BOARD OF NIAGARA

“TOPdesk has demonstrated a great willingness to work collaboratively with the UniDesk partnership. Their honest and open approach is fundamental to our success.”

DAWN DODD
COLLABORATION SERVICES TEAM MANAGERS AND
SERVICE OWNER, UNIDESK

“We put a lot of energy into our asset tagging, making sure we had all our equipment and assets tagged and imported into TOPdesk. This helped us resolve those tickets and track that history.”

TOM WEARING
SERVICE CENTRE ANALYST, LONDON DISTRICT
CATHOLIC SCHOOL BOARD

“Having a centralized system has made communication between the IT department and other departments much more straightforward.”

JACOB CHANT
INFORMATION TECHNOLOGY OFFICER, WODONGA TAFE

TRUSTED BY





TOP PERFORMER





ABOUT EZOFFICEINVENTORY



EZOfficeInventory is brought to you by a team of enterprise and technology experts at EZ Web Enterprises who recognize the role of technology in solving common problems with a fresh perspective. Today, most businesses still manage their assets and inventories via excel sheet or by a desktop product. Both of these force a single administrator to own the headache of keeping information up to date such as lending, auditing, tracking, providing support documents and drivers, servicing and coordinating between asset custodians.

94

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“KAYAK’s excellent experience with EZOffice: Since the onset of our search for an easy to use, feature-filled, and flexible product for fixed asset management, EZOffice has emerged as the best solution for our needs. KAYAK has hundreds of assets on EZOffice that are all tagged with a unique QR code and managed by our IT support team. The open API allows us to integrate with our HR system as well, and the powerful search function helps us quickly find and manage assets at the click of a button. Lastly, we have also integrated single sign on to ensure security. Overall, this is a product that I can fully recommend for being a powerful and...”

SAMARTH RAJENDRA
KAYAK

“We needed an easy solution to track our field assets, as items would be misplaced or forgotten about in the past. We found EZOfficeInventory, did a 30-day demo, liked it, and ended up purchasing it. We find it very easy to use, and has been effective in eliminating our issues, as well as making reservations and possession of equipment very transparent. Well worth the money.”

PAUL PETERSEN
EDM

“EZOfficeInventory proposes an excellent service for our company. Relatively easy to use interface. This is a great, great asset tracking software. We keep track of our office furniture with ease. The EZOfficeInventory system works great! It is very useful in...”

JACK DECOURT
AMAZON

“The best way to manage your assets. We use EZOfficeInventory to track our computers, laptops, and tablets. It also allows us to set custom label templates, import and export from/to a CSV, and LOTS of customization. I have worked in IT for years, and...”

CAITIE DAVIS
JACKSONVILLE JAGUARS

TRUSTED BY





ABOUT FLEXERA



Flexera helps executives succeed at what once seemed impossible: getting clarity into, and full control of, their company's technology "black hole." From on-premises to the cloud, Flexera helps business leaders turn IT insights into action. With a portfolio of integrated solutions that deliver unparalleled technology insights, spend optimization, and agility, Flexera helps enterprises optimize their technology footprint and realize IT's full potential to accelerate their businesses. For over 30 years, all the 1,300+ team members worldwide have been passionate about helping more than 20,000 customers fuel business...

193

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Our annual true-up with one of our key software vendors in 2011 was the proof point for our revamped ITAM program and investment in FlexNet Manager Suite. The zero dollar true-up cost, in sharp contrast to the millions of dollars paid each year previously, erased all doubts about the program and showed how powerful it is to have accurate asset information at your fingertips.”

LUIS PELUFFO JOHANSEN
GLOBAL HEAD OF IT PURCHASES & ASSETS, A.P.
MOLLER-MAERSK

“Flexera Software's FlexNet Connect solution enabled us to release our Thomson Reuters Eikon product with best-in-class software update capabilities that gives our customers peace of mind that their real-time financial desktop software will be up-to-date and operational 24/7.”

ANDREI BORSARU
THOMSON REUTERS

“We knew it was time to turn the protection of our software assets over to experts. By leveraging Flexera Software's software licensing solution, we've reduced purposeful and inadvertent piracy potential, as well as greatly simplified internal license tracking.”

KEVIN W. KING
CHIEF INFORMATION OFFICER, BASIS INTERNATIONAL LTD.

“We now have the ability to manage all of our software assets, which is critical for the good management of our enterprise from a strategic point of view.”

MARTYN HOWE
DIRECTOR OF IT SERVICES, RENTOKIL INITIAL, RENTOKIL INITIAL

TRUSTED BY





ABOUT GIVA



Giva Service Management Suite delivers an intuitive, easy-to-use design that can be deployed in just days and requires only one hour of training. Giva's robust, fast and painless reporting analytics KPIs quickly measure team productivity, responsiveness and customer satisfaction, resulting in faster and higher quality decision-making. Customization and configuration are all point and click with no programming or consultants required to deliver a substantially lower total cost of ownership.

63

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Westway is very satisfied with the hosted service and benefits provided by Giva. When comparing all of our IT vendors, Giva's commitment and passion in maintaining its products and providing excellent customer service is 'best in class' and clearly distinguished above the rest of our vendors.”

PETER GRIFFITHS
IT DIRECTOR, WESTWAY GROUP, INC.

“Giva's HIPAA compliant cloud IT help desk application has been an important foundation to our new strategy in IT, and has helped us achieve a 90% Service Level Agreement (SLA) compliance.”

LOUIS DUHÉ
VICE PRESIDENT & CHIEF INFORMATION OFFICER,
ATHENS REGIONAL HEALTH SYSTEM

“Giva has had a very positive impact on our business and we are exceedingly pleased with our decision to purchase Giva's Cloud Computing Software-as-a-Service (SaaS) IT help desk application.”

STEVEN MARKS
CIO, SILLS CUMMIS & GROSS P.C.

“Giva is an outstanding IT service desk product and we recommend it to anybody that wants to increase customer satisfaction and IT productivity while lowering costs by saving man-hours.”

PRONGER SMITH MEDICAL CARE

TRUSTED BY





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. Our process automation takes the boring out of everyday tasks, allowing you to focus on work that matters. Everyday we assyst!

140

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Measuring the success of an ITSM solution cannot be based solely on KPIs or SLAs met. The solution must also provide tangible benefits for the customer to be considered truly successful. assyst 10 provides multiple benefits to service teams and end users, a fact reflected in user feedback and an increase in recent approval rates. assyst 10 has exceeded our expectations.”

ANNE MOISES
CIO, THE SCOTTISH GOVERNMENT

“Self-service and the Service Catalog have been instrumental in reducing workload on the Service Desk and increasing efficiency and visibility of IT across the business. In addition it has led to significant cost savings through providing end-users with the ability to log and track their own incidents and requests.”

DAVID FELSTEAD
DIRECTOR, INFORMATION SERVICES, THE FORESTRY COMMISSION

“Assyst allows us to deliver service management based on ITIL processes within our organization. The software is ideally suited to support our rapidly growing organization.”

PASCAL LABYE
HEAD OF SERVICE SUPPORT & MONITORING SERVICES,
BRUSSELS REGIONAL INFORMATICS CENTRE

“Assyst is an end-to-end IT Service Management tool which has allowed us to manage our IT services effectively and professionally.”

ROSHAN D'SOUZA
SERVICE DESK SUPERVISOR, EMIRATES ADVANCED INVESTMENTS GROUP

TRUSTED BY





ABOUT LANSWEEPER



Lansweeper develop and support their software which builds and leverages a system of record in any IT environment. Managing IT has never been a bigger challenge. Hardware, software, and users can be anywhere at any time, making IT environments extremely dynamic and often complex.

68

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“With links to so many of the systems and technologies we use across the department, Lansweeper can be our single source of truth, informing any IT use case -- from cybersecurity and vulnerabilities tracking, to software license management, patches and upgrades, audits, and more.”

ROB CROSSLAND-DISKIN
IT ASSET COORDINATOR, UNIVERSITY OF DERBY

“The time and cost savings we realize from using Lansweeper Cloud to collect and consolidate all of the IT asset data across all our properties is substantial. At the same time, we gain unprecedented insights that will help us optimize IT spend and performance across the enterprise.”

BEN VRIJSEN
MANAGER IT FIELD SERVICES EMEA, RADISSON HOTEL GROUP

“In the ITAM 2.0 model, IT Asset Management graduates from an afterthought to a complete function, in and of itself. Now, no matter what the IT scenario, the data is there, it's accurate, and it's ready to use.”

ROEL DECNEUT
TRUSTEE, ITAM FORUM

“Lansweeper has helped us reign in asset sprawl across our infrastructure, which not only improves our security posture but reduces costs.”

JESSE MYERS
DIRECTOR, WORLD WIDE IT INFRASTRUCTURE AND SAAS OPERATIONS, IMPRIVATA

TRUSTED BY





2023

**IT ASSET
MANAGEMENT
SOFTWARE**

RISING STAR





ABOUT CERTERO

certero.

Certero is a leader in the development, delivery and enablement of Cloud-ready, easy to use, enterprise-level solutions that modernize IT hardware & software asset management and help drive organizational transformation. Easy to do business with and applying their unique architectural advantage, complemented by world-class services, they deliver single pane of glass visibility and control across even the most complex estate, from mobile to mainframe.

44

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“With the Certero platform we identified all IT assets (inc. cloud) and their ownership and costs across the enterprise. This helped us forge new relationships with Finance, HR and IT by helping them re-charge IT costs to other departments and partners. This also alleviated the burden on the IT budget. This was fully operational by August and in October we used the insight to plan 2020 budgets. Now the cost of IT ownership is distributed throughout the organization, our partners have become more efficient at re-allocating and re-harvesting IT assets.”

MANAGER
LEADING AUTOMOTIVE DEALERSHIP

“Certero for Enterprise ITAM and Certero for Mobile are well worth the investment. The solutions gave us full visibility of our IT hardware assets across a range of platforms and with the ability to perform detailed analysis, we can customize reports on practically anything. Both products are easy to use and Certero provides really good support so we know that if any issues did arise, we can trust them to quickly and efficiently fix them for us.”

IT INFRASTRUCTURE MANAGER
AUTOMOTIVE GROUP

“It is a no brainer at its low cost per device, per month, and provides great value for money. It is quick and easy to implement, and simple to use with excellent support.”

IT INFRASTRUCTURE MANAGER
UK AUTOMOTIVE GROUP

“Certero for Oracle was extremely easy and quick to deploy. ELPs can be created in real-time and the easy to use reports mean that management information is readily accessible.”

BRENT JARNELL
IT ASSET MANAGER, BANK OF NEW ZEALAND

TRUSTED BY





ABOUT INVGATE



InvGate, IT service management and IT asset management best practice meets customer needs in a practical and affordable way. Through business technology that's as intuitive, and easy to use, as consumer-world apps and services. Technology that's driven by customer needs not industry fads. They believe that customer value trumps features and functions. That simplicity is key. And that your time to value, through a speedy and easy implementation, is paramount.

34

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

“A solid, easy to use Help Desk system. InvGate Service Desk has allowed us to streamline operations from a mess of undocumented work from multiple channels to a single system. The GUI has an attractive and intuitive design. InvGate releases improvements on a regular, frequent schedule, and their development team takes improvement suggestions and integrates them into the product.”

TIM BONSOE
IT NETWORK OPERATIONS MANAGER, CEFCU

“Within two hours we could already start managing requests. We had a very thorough training by InvGate for all the staff that was going to be involved. The tool is super intuitive and very agile, making it easy and quick to learn how to use.”

LEANDRO CABRERA
OPERATIONS AND TECHNOLOGY MANAGER,
UNIVERSIDAD AUSTRAL

“InvGate's Service Desk is the tool that not only fulfilled a long list of requirements but also has the best price-performance ratio and is easy to set up. Its functionalities have significantly improved the IT service management in our organization.”

ANNGY DORDELLY
IT SUPPORT MANAGER, SMARTMATIC

“The key factors that made us choose InvGate were that Service Desk is a very intuitive tool, especially for the user. It is based on ITIL guidelines, and it is easily scalable.”

MARCOS ASTE
LEVEL ONE SUPPORT EFFICIENCY LEADER IN THE
DIGITAL DOMAIN, FARMACITY

TRUSTED BY





ABOUT SNIPE-IT



Snipe-IT is free, open source asset management. Managing assets with a Google doc or a shared Excel spreadsheet is more common than you think. When your company is small, it can (sort of) work for a while, but as you grow, things get messy, fast.

10

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“After an extensive search we were glad to come across Snipe-IT. And since then, we've not looked back! After some month running it on site, we switch to the hosted solution. This product has made managing our inventory a breeze. It's open-source, feature-packed, the pricing for the hosted solution is significantly better than similar products and support from the team is excellent. Highly recommended!”

CHIDI OKWUDIRE
ZELFSTROOM

“Snipe-IT absolutely excels at asset management. With easy installation, configuration, incredible features and intuitive use, it surpasses any kind of similar asset management solution, and the community is absolutely top notch.”

HUGO TOMÁS
PARFOIS

“It's not only an inventory software to replace Excel. It's a whole methodology that takes you by the hand on managing your IT assets.”

DIRCEU PAVÓN
TRIPLE H GROUP

“Huge fan of Snipe-IT - amazing product. I can't believe it's free.”

NICK VON OGDEN
INDIANA UNIVERSITY

TRUSTED BY



PARFOIS



zelfstroom



INDIANA UNIVERSITY