

The background of the entire page is a dense, repeating pattern of yellow icons representing various IT and service management concepts, including gears, arrows, servers, a globe, a laptop, a mouse, a keyboard, a padlock, and a hand cursor. A large, dark grey, tilted rectangular banner is positioned in the upper left quadrant, containing the main title and subtitle in white text. In the center of the page, a white circle contains a black icon of a laptop with a hand cursor pointing at the screen, which displays a simplified interface with horizontal lines and a button.

# ITSM Tool Selection Service

Find the right software for your service desk...

## Select your perfect software solution...

There are numerous ITSM software products on the market from basic service desk logging and tracking tools to systems which offer full ITIL® based functionality.

With so many products out there how do you know which one is right for your service desk?

Finding a vendor with a good track record who provides excellent products with an on-going commitment to successful implementation can seem a daunting task. The question is how do you know who is who? SDI has over 26 years experience helping organisations select the right software products. As a truly vendor-independent organisation, SDI offers you objective advice on the software procurement process with recommendations based on your unique specifications and requirements.

The SDI tool selection kit is specifically designed to support this process and offers you an extensive set of templates, specification and analysis tools to help you speed up the decision-making process and ensure a successful implementation.

Call us to discuss your specific requirements and various tool selection options. To arrange a free half day advice and scoping session contact us on 01689 889100 or email [hello@sdi-e.com](mailto:hello@sdi-e.com)



# Inside the tool selection kit

You can access the tool selection kit through our software selection support options.

1

- Our one day tool selection workshop provides you with:
- Onsite workshop to identify tool and vendor requirements
  - Shortlist of recommended tools/vendors based on your requirements and budget
  - Summary presentation of the workshop outcomes

2

- If you would like further advice, support and guidance to provide you with:
- Onsite visit to interview key staff involved as well as customers
  - A set of tools and vendor requirements
  - A shortlist of suitable vendors
  - Tools for assessment and selection
  - Recommendations and observations relating to your strategy
  - Issuing the RFP and selecting a shortlist
  - Support with review and presentation process
  - Input and recommendations on final, preferred and reserve choice vendors
  - The initial liaison (Statement of Work) and project definition with CSS and vendor

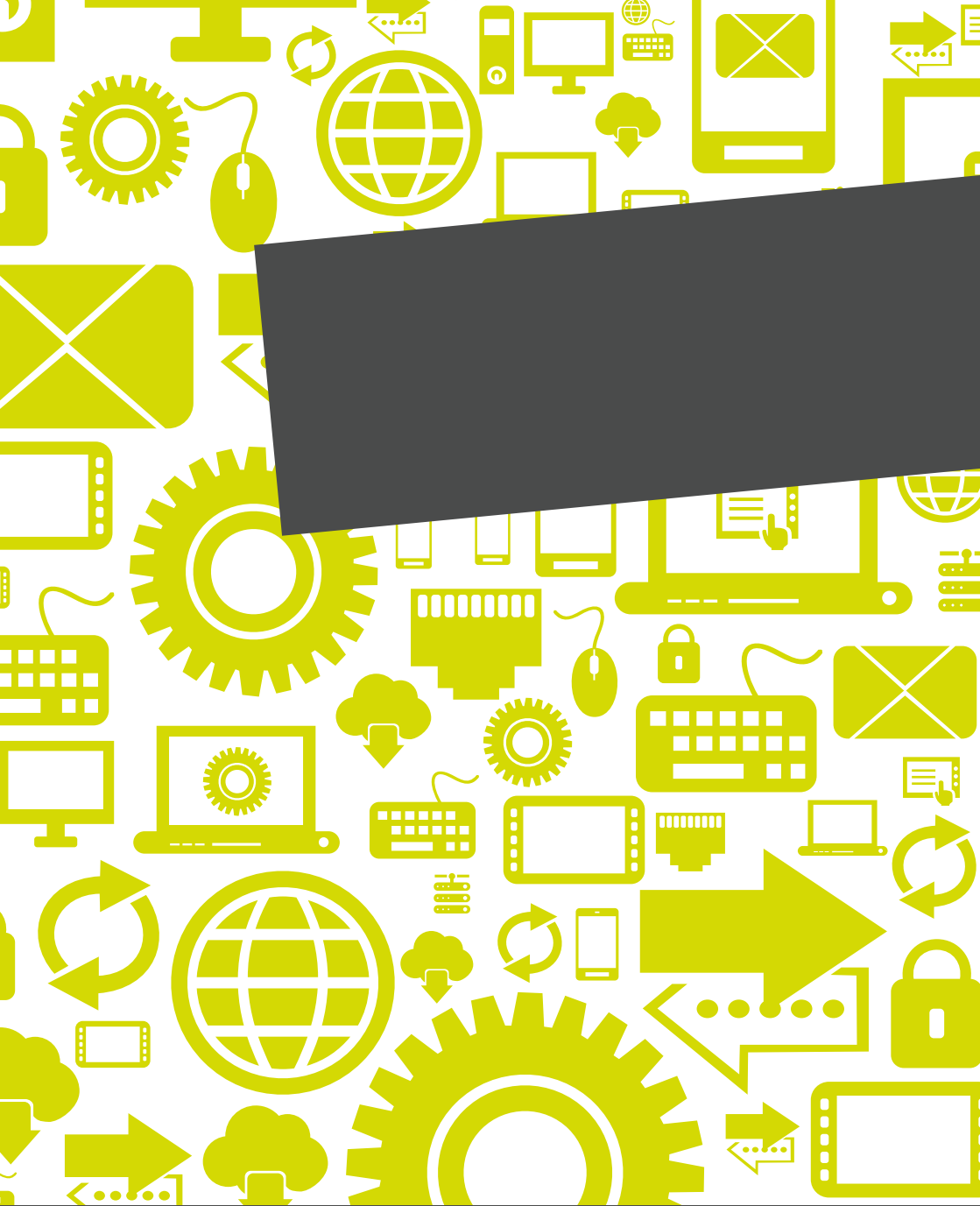
3

Additional advice, support and guidance not detailed above can also be provided. Whatever your need we'll tailor the tool selection kit for you. Contact 01689 889100 or email [hello@sdi-e.com](mailto:hello@sdi-e.com) to discuss your requirements

## Take a look inside the tool selection kit

- SDI market reviews
- Standard technology specifications
- Tailored technology specification
- Product options and recommendations
- Procurement review, weighting and decision models
- Implementation planning documents and templates
- Expert independent advice during the specification and buying process
- Immediate feedback on your current tool plus advice and alternative market options





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