

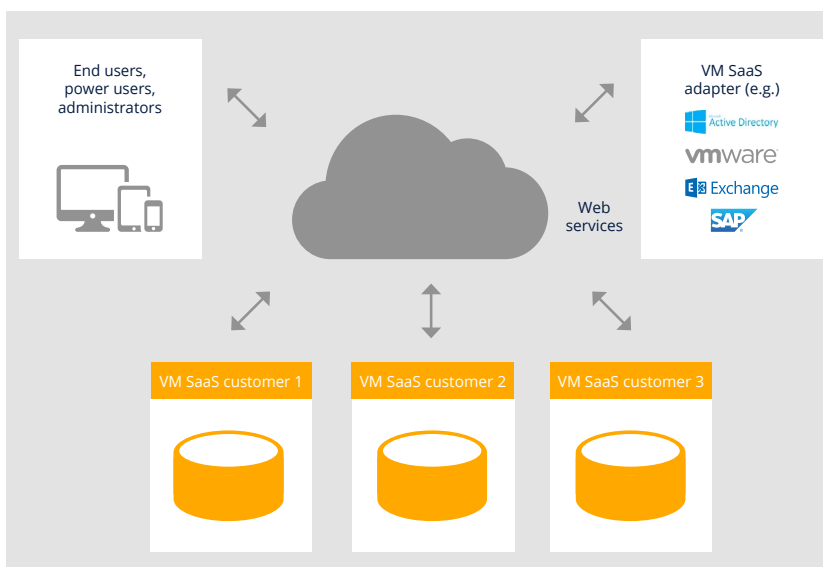
FLYER

YOUR IT SERVICE MANAGEMENT SOFTWARE FROM THE CLOUD

Companies that decide to use IT service management software from the cloud as “Software as a Service” (SaaS) aim to achieve multiple objectives: rapid rollout of a standard solution, scalability of costs for a growing (or falling) number of users, flexible contract periods, and outsourcing of IT infrastructure, the costs of operating it and the work involved in updates. Other aspects that are important in choosing the right cloud ITSM tool and vendor are data security and the solution’s adaptability to your company’s specific requirements and processes.

Objectives

— If you opt to use your ITSM software from the cloud, Valuation provides you with an extremely powerful and scalable SaaS solution. It offers you maximum flexibility coupled with great cost control. Unlike other cloud-based ITSM tools, Valuation offers you all the advantages of an SaaS solution, yet unlimited customizing options and the high level of data security of an on-premise solution.



BENEFITS

With Valuation as a SaaS solution,

You free up resources by outsourcing operation of your application

You rent your ITSM software at scalable, calculable costs

Your ITSM software adapts to your specific requirements – not the other way round

Your data’s security and protection are fully ensured

You can switch from SaaS to an on-premise installation as and when required

You obtain user support directly from the vendor.

Customized, client-based provision of Valuation as an SaaS solution

KEY FACTS

With Valuation as a SaaS solution,

You can use the latest version of an extremely powerful ITSM software at all times

You determine the time you upgrade to a new version flexibly

You benefit from unlimited customizing options and adapt your solution on your own or with the support of USU

You can flexibly book additional services and support.

INFO

Find out more about our consulting and support services at valuemation.com!

Rapid Rollout and Great Adaptability

— If you require your ITSM solution soon, it may make sense to start with an SaaS solution. With Valuation, you can switch later to an on-premise installation if required. You can carry out customizing either on your own with your administrator or with the support of USU's consultants. Depending on the desired functionality, we offer you attractive consulting packages for rolling out and customizing your ITSM solution.

Your requirement:	Standardized SaaS solution	Valuation SaaS
Customizing	Limited customizing options because one application instance is shared by a large number of customers	Unlimited customizing options because there are separate application instances for each customer
Upgrades	The software vendor defines the time of upgrades	The customer defines the time of upgrades
Data security/ data protection	Limited data protection because the application and database are shared	Ideal protection because there is a separate application and database for each customer
Future change of operating model	No change possible (only available as an SaaS solution)	It is possible to start with an SaaS solution and switch later to on-premise installation

High Level of Data Security and Fail-safe Operation

— We host your application in certified data centers in Germany – and, if desired, internationally. We provide each customer with its own database and application instance. That ensures maximum security for your data and high availability and performance at all times. Data is exchanged with your SaaS solution by means of web services.

High Availability with No Administration Work

— Valuation is available as an SaaS solution 24/7. You can use it right away and terminate it monthly – at attractive terms for longer contract periods. You incur no work or costs in operation support and maintenance and in backing up or monitoring the application. You can also use the latest product version at all times. Updates are free of charge and you decide when to upgrade. Upgrading to a new version is always carried out first on the test instance and it is transferred to the productive instance after being approved.

Tailored Support

— With us, you obtain user support directly from the vendor. Our standard support times (8 a.m. – 5 p.m. CET) can be extended flexibly to 24/7 if desired.