



Service Desk

All tasks in one place



A friendly face for requesters, a powerful tool for internal services teams. ALVAO Service Desk provides a single point of contact for all in-company requests. The solution provider team gains an overview of the workload, clear priorities, and improved communication.

What does ALVAO Service Desk solve for you?

- Are your IT costs escalating?
- Are your IT staff overworked?
- Does the IT team mainly deal with firefighting?
- Are users dissatisfied with the IT team's response time?

Did any of those questions get a "yes"? With ALVAO Service Desk, no one has to hunt around for information, whom to contact to report a device fault, a system crash or to request some equipment.

Boost the IT team's productivity and stay focused on what matters most with our simple and friendly management tool to minimize downtime, communicate easily and handle your tasks effectively.

What do customers value?

- Clear user interface and an intuitive tool
- Great onboarding, technical support, customer engagement
- Conformance with international ITIL service delivery standards
- Growing with company needs



Today, we can easily show our business colleagues what services we provide them with, on what terms, and at what cost.

RADOVAN FIKR, CIO | HARTMANN-RICO



ALVAO Service Desk in Microsoft Outlook

Deal with requests without leaving Outlook. With one click, you'll get all your required task information.



ALVAO Service Desk in Microsoft Teams

Turn the annoyance of constant interruption into an opportunity to improve your employee experience. Speed up the incident resolution, and improve team cooperation and dialogue with business users.



Data-driven culture with Power BI

Microsoft Power BI report templates in Service Desk change the data culture. Use reports to track metrics, identify issues and improve your operations.



Powerful configuration with effortless upgrade

Reduce manual and repetitive tasks with no-code workflows and automate ticket routing and customize the interface for maximum end-user delight.



Easy integration with robust REST API

Connect Service Desk third-party applications to accelerate data sharing, reduce process time and realize the most value from your infrastructure.

