

# LANdesk Software - LANDesk Service Desk Suite v7.4

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## Abstracts

### Introduction

The need to demonstrate business value and maximize the availability of business-critical IT services is continuing to focus corporate IT's attention on the IT Infrastructure Library (ITIL) v3 framework of IT service management (ITSM) best practices.

### Features and benefits

ITIL v3-aligned to deliver against the core processes.

Highly flexible and configurable solution. Technology delivered as part of a people-centric approach.

Cross-ITIL process integration and strong third-party integration capabilities.

Easy-to-use management dashboards and reporting.

Deployment supported by the LANDesk Maturity Model. Integrated with LANDesk's management automation platform.

### Highlights

LANDesk Service Desk is applicable to medium-to-large enterprises within most verticals.

It can help to maximize IT service availability and improve IT-to-business alignment.

LANDesk Service Desk achieved verification for all 14 verifiable processes in Pink Elephant's ITIL v3 software certification scheme. It is also suited to non-IT support service environments such as facilities helpdesks.

### **Your key questions answered**

LANDesk Service Desk should be considered by any medium-sized to large organization looking to introduce IT service management processes/technology.

It should be evaluated by larger organizations as a platform for multiple service desks, to support an integrated approach to customer service.

LANDesk's wider portfolio of IT management solutions is applicable to organizations seeking an integrated single-supplier approach to IT management.

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