

# The Forrester Wave™: ITSM SaaS Delivery Capabilities, Q3 2014

by Amy DeMartine, July 28, 2014

## KEY TAKEAWAYS

### **The ITSM SaaS Market Is Growing, But Delivery Capabilities Deserve A Closer Look**

The ITSM SaaS market has existed since 2004, and since then, many vendors in this space have invested in their SaaS delivery capabilities to make them more stable and reliable. However, many vendors still have room for improvement in delivering superior default features such as availability, resiliency, breadth of offering, and scope of the predefined service.

### **Some Service Features Should Be Default, And Some Require Flexibility**

While some delivery capabilities, such as availability and support capabilities, contribute directly to the quality of experience of the service, some delivery capabilities get better with additional flexibility, as every customer has different requirements.

### **Client Feedback, Breadth Of Offering, Availability, And Resiliency Are Key Differentiators**

Vendors that show strong scores in client feedback, availability, resiliency, and breadth of offering lead this group. While this market is still growing, vendors that have a generally sound SaaS offering and customer feedback are also very appealing.

### **Access The Forrester Wave Model For Deeper Insight**

Use the detailed Forrester Wave model to view every piece of data used to score participating vendors and create a custom vendor shortlist. Access the report online and download the Excel tool using the link from Figure 2. Alter Forrester's weightings to tailor the Forrester Wave model to your specifications.



## The Forrester Wave™: ITSM SaaS Delivery Capabilities, Q3 2014

The 10 Vendors That Matter Most And How They Stack Up

by [Amy DeMartine](#)

with [Liz Herbert](#), [Eveline Oehrlich](#), Michelle Mai

### WHY READ THIS REPORT

How an IT or business service is delivered directly affects the quality of experience for the service consumer and the reputation of the infrastructure and operations (I&O) team that delivers the services. In Forrester's 30-criteria evaluation of IT service management (ITSM) software-as-a-service (SaaS) vendors, we identified the top 10 most significant vendors in the category and researched, analyzed, and scored them based on their SaaS delivery capabilities. This report details our findings about how well each vendor fulfills our criteria and where they stand in relation to each other to help infrastructure and operations professionals select the right vendor for their ITSM SaaS requirements.

### Table Of Contents

- 2 **Choosing Wisely For ITSM SaaS Means Picking Important Requirements**
  - Step 1: Assess The Features And Functionality Of ITSM SaaS Vendors
  - Step 2: Assess The Delivery Capabilities Of ITSM SaaS Vendors
- 3 **ITSM SaaS Delivery Capabilities Evaluation Overview**
  - Evaluating The Delivery Capabilities Of ITSM SaaS
  - All Of The Evaluated Vendors Have An Established Customer Base
- 7 **Sound Delivery Capabilities And Customer Feedback Set Leaders Apart**
- 10 **Vendor Profiles**
  - Leaders
  - Strong Performers
- 11 **Supplemental Material**

### Notes & Resources

Forrester conducted product evaluations from March 2014 through May 2014 and interviewed 10 vendor companies: BMC Software, CA Technologies, Cherwell Software, EasyVista, FrontRange Solutions, ServiceNow, SysAid Technologies, TOPdesk, Vivantio, and Zendesk.

### Related Research Documents

[Key ITSM SaaS Solution Capabilities](#)

June 4, 2014

[Market Overview: IT Service Management SaaS Tools Update, 2014](#)

June 4, 2014

[TechRadar™: Software-As-A-Service, Q1 2014](#)

January 7, 2014



## CHOOSING WISELY FOR ITSM SAAS MEANS PICKING IMPORTANT REQUIREMENTS

Choosing an ITSM SaaS vendor requires not only the typical evaluation of features and functionality, but also the nonfunctional delivery capabilities of the vendor and the solution.<sup>1</sup> To ensure that I&O teams are able to understand and evaluate the vendors and solutions from an operational perspective, it is important to highlight the strengths and weaknesses of each vendor. As such, selecting an ITSM SaaS vendor is a little like buying a car. First, you select what kind of car you want based on your requirements and then look at the quality of the service the dealership provides to see whether this is a long-term relationship that will meet your needs. And just like with buying a car and choosing services, you need to make tradeoffs between features and functionality and decide which delivery capabilities are most important.

### Step 1: Assess The Features And Functionality Of ITSM SaaS Vendors

In the car-buying analogy, you first need to assess the car's functionality just like you need to assess the features and functionality of ITSM SaaS vendors. Forrester recommends that you focus first on the requirements that will help your organization enable and support your service management strategy. Your second priority is to improve the maturity and agility of your ITSM processes and automation. The following are the core topic areas that I&O pros should evaluate:<sup>2</sup>

- **Enablement of the most commonly adopted ITSM capabilities.** Commonly adopted ITSM capabilities include incident, service request, problem, change, knowledge, service-level, and configuration management.
- **The configuration management database (CMDB) or better service information system (SIS).** The configuration management database is a knowledge repository that holds information about services and technology and service components, commonly called configuration items (CIs), throughout their life cycle.<sup>3</sup>
- **A service portal (or exchange) with self-service capabilities.** The service catalog is typically a collection of business and IT services available to the service/business user so that service consumers have a single place to shop for (or demand) and receive service delivery.<sup>4</sup>
- **Enablement of social, mobility, and automation capabilities.** Social and mobile options in ITSM SaaS tools can enhance the collaboration and communication processes for business users as well as for I&O teams and other teams within technology management. Automation features that are used to reduce manual work and can automate tasks, processes, or decision-making do help improve agility and the quality of the IT and business services delivered.

## Step 2: Assess The Delivery Capabilities Of ITSM SaaS Vendors

Back to our car-buying analogy — now that you've decided on possible cars, you need to evaluate dealership services. The delivery capabilities of the ITSM SaaS vendor and the solution need to match your flexibility and experience requirements. There are two main types of delivery capabilities:

- **Quality of experience: How is the service designed?** The quality of experience includes the delivery capabilities that provide the quality level your service delivery strategy needs to support your business and customers. The highest level is reached when a service is delivered at a level you desire, while a strong level is reached when a service is delivered at a level that you expected. You must evaluate the gap between what is expected or desired and what is delivered for each specific business situation to determine whether the level of quality of experience is acceptable.
- **Quality of flexibility: How much choice in operations does the service offer?** The quality of flexibility includes delivery capabilities that offer value to the service through greater choice to the customer and is based on how the service operates. The principal baseline of quality of flexibility is that the customers of the service have the maximum amount of choices, which further enhances the quality of experience. For example, a major benefit of SaaS is the flexibility in upgrade timing, where customers of the service have the choice of when the organization handles the changes in functionality and at the frequency they desire.

## ITMS SAAS DELIVERY CAPABILITIES EVALUATION OVERVIEW

To assess the state of the delivery capabilities of ITSM SaaS and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of the top 10 vendors.

### Evaluating The Delivery Capabilities Of ITSM SaaS

After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria. We evaluated vendors against 30 criteria, which we grouped into three high-level buckets — current offering, strategy, and market presence — and seven current-offering sub-buckets:<sup>5</sup>

- **Current offering: client feedback.** These criteria focus on quality of experience. Customers often list satisfaction and getting more value for their money as reasons for moving to another ITSM SaaS vendor. In this evaluation, we interviewed the customers of the evaluated vendors to gather their input on both overall satisfaction with the vendor's SaaS delivery capabilities and the value they receive from it.<sup>6</sup>
- **Current offering: scope of predefined service.** These criteria focus on quality of experience and, as such, are evaluated against what the customer expects or desires from the service. The criterion includes assignment clauses, which protect the users of a service by transferring

ownership of the service to a new owner if the vendor is acquired, and service-level agreement (SLA) penalty benefits, which customers get when SLAs are breached. The best penalty benefits are material without caveats. It is assumed that vendors are using client data to improve their services. For example, a vendor could monitor database size and increase default activation database size if all customers exceed the initial setup. However, vendors can also offer benefits such as benchmarking data from the aggregate data, non-customer-identifying data that can be shared with all their customers. Support capabilities should be broad by default and include multiple languages, multiple channels, and 24x7 follow-the-sun support. Finally, as this market is still emerging, if customers are not happy with their SaaS service, they should be able to exit the contract at any time without penalties and receive possible refunds, which we evaluated by looking at the ease of contract exit.

- **Current offering: breadth of offering.** These criteria focus on quality of flexibility of the service and are measured on how well they can be changed depending on the use case for each customer. We evaluated quick-start integrations, which allow customers to quickly integrate with common third-party products without additional cost of integration services; regional availability, which allows customers to choose a location convenient for them; and SaaS performance reporting, which not only shows customers how their environment is performing but also how confident the vendor is in showing its performance to the general public.
- **Current offering: availability and resiliency.** These criteria focus on quality of experience and should be evaluated against on-premises delivery capabilities as the baseline for expectations. All availability SLAs exclude scheduled maintenance, and the best promise 99.98% uptime without any caveats. Recovery site strategy shows how easy it is for a vendor to switch to a new data center if the original data center has an unrecoverable disaster. Corruption or accidental deletion plans reveal how prepared a vendor is to back up and restore a set of data when a customer accidentally removes or erroneously edits data or in the event of any issues with data corruption.
- **Current offering: security and compliance.** These criteria focus on quality of experience. Default security for SaaS products is in-flight security using SSL. However, vendors can offer greater security options, including flexibility in configuring keys of data at rest. Increased adherence to regulatory standards means that data center standards must be more rigorous. More out-of-the-box authentication providers means greater success in matching the enterprisewide authentication with the ITSM SaaS authentication at low or no implementation cost. The more the product is integrated with identity management, the less a customer has to create a workaround to get the product to adhere to enterprisewide authentication policies.
- **Current offering: upgradability.** These criteria focus on experience of flexibility. Access to the latest features is often cited as a benefit of SaaS. Customers benefit from deciding when they get to upgrade or take on new features, as sometimes there is not enough functionality within a new

release, or competing projects don't free up resources for an upgrade. Additionally, this criterion is an indicator of how many customers are making use of the latest features. The ability to switch between on-premises and SaaS versions of a vendor product provides added security for those customers testing SaaS products, as they have a backup plan if SaaS doesn't work out.

- **Current offering: services activation time.** This criterion focuses on quality of experience and is a litmus test for a true SaaS-architected solution by understanding the speed of service activation. The vendors that can show guaranteed quick activation time have architected their SaaS solution delivery services in an automated fashion.<sup>7</sup>
- **Strategy.** For vision and road map, the leading vendors showed emphasis on areas that support Forrester's four market imperatives, which include customer experience, digital disruption, big data, and mobile mind shift. The rest of the criteria for strategy benefit from greater flexibility in the options. More pricing options allow customers to choose the model that works best for them; sharing configurations allows customers to reap benefits from a community approach to methodologies and configurations, and greater release cycles means that features and functionality are delivered quicker to the vendor's client base.
- **Market presence.** Emphasis was placed on number of enterprise customers to show relevance to the enterprise market, while corporate profitability and ITSM SaaS growth show a company's momentum.

### All Of The Evaluated Vendors Have An Established Customer Base

Forrester included 10 vendors in the assessment: BMC Software, CA Technologies, Cherwell Software, EasyVista, FrontRange Solutions, ServiceNow, SysAid Technologies, TOPdesk, Vivantio, and Zendesk. Each of these vendors (see Figure 1):

- **Is a leading ITSM SaaS vendor.** All vendors in this space participated in the June 4, 2014, "Market Overview: IT Service Management SaaS Tools Update, 2014" Forrester report. This report included vendors that target all markets.
- **Has an established customer base.** To participate in this Forrester Wave evaluation, vendors were required to have 200 or more customers that were not acquired through managed service providers (MSPs). This customer base qualification shows that the product has an established number of customers.

**Figure 1** Evaluated Vendors: Product Information And Selection Criteria

Vendor	Product evaluated	Version release date
BMC Software	Remedyforce	Winter'14
CA Technologies	Cloud Service Management	Spring 2014
Cherwell Software	Cherwell Service Management	5.0
EasyVista	Service Manager	2014
FrontRange	HEAT Service Management	2014.2
ServiceNow	ServiceNow	Eureka
SysAid Technologies	SysAid Cloud	v14
TOPdesk	TOPdesk	5.4
Vivantio	Vivantio ITSM	5.1
Zendesk	Zendesk	n/a – releases weekly

**Vendor selection criteria**

**Leading ITSM SaaS vendor.** All vendors in this space participated in the June 4, 2014, “Market Overview: IT Service Management SaaS Tools Update, 2014” Forrester report. This report included vendors that target all markets.

**Established customer base.** To participate in this Forrester Wave evaluation, vendors were required to have 200 or more customers that were not acquired through MSPs. This customer base qualification shows that the product has an established number of customers.

Source: Forrester Research, Inc.

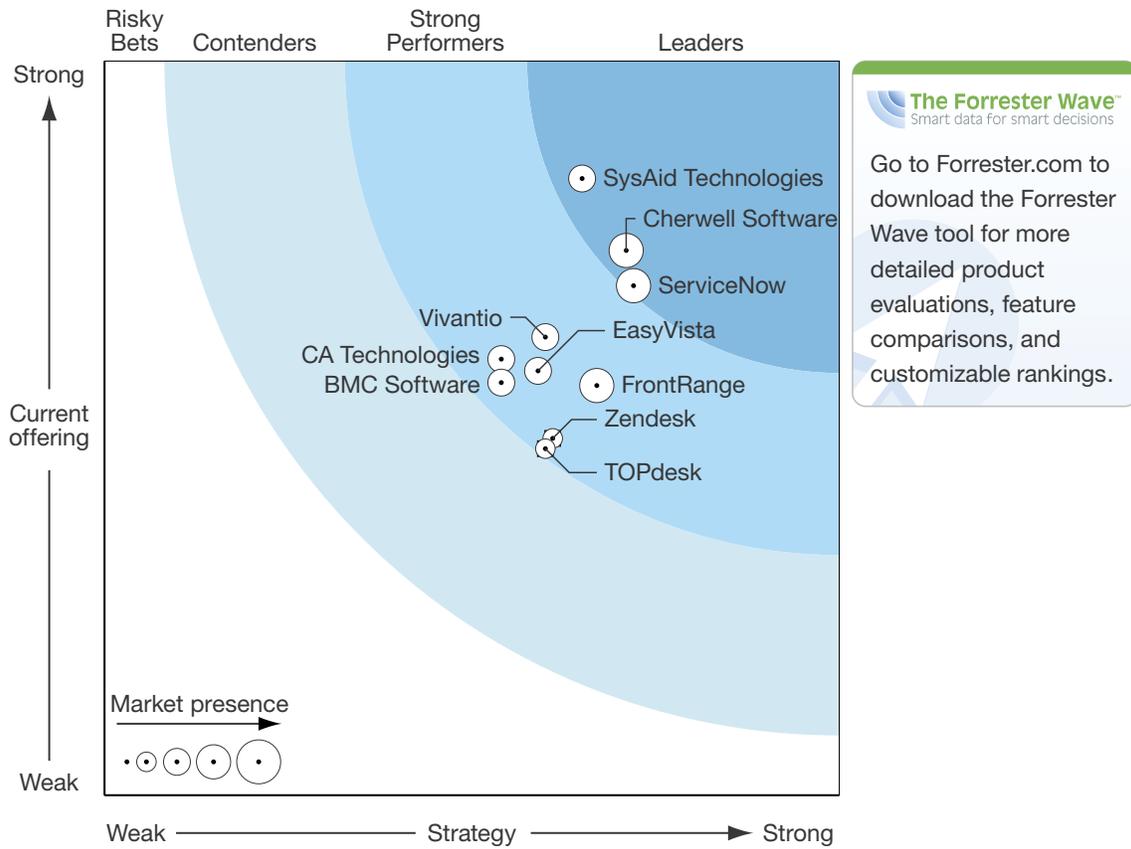
## SOUND DELIVERY CAPABILITIES AND CUSTOMER FEEDBACK SET LEADERS APART

The evaluation uncovered a market in which (see Figure 2):

- **SysAid Technologies, Cherwell Software, and ServiceNow lead the pack.** These three vendors show overall sound ITSM SaaS delivery capabilities and stand apart from the others in the Forrester Wave evaluation. Not surprisingly, these three also stand apart in customer feedback. However, the devil is in the details, and even with these vendors, it pays to take a close look at individual scores to see whether any weaknesses are acceptable.
- **The rest of the vendors are Strong Performers.** These vendors typically show strong results for some of the criteria, but not all. When considering tradeoffs between ITSM vendors, take into account that these vendors show a mixed bag and will probably oppose each other in terms of strengths and weaknesses. In this case, know which features and functionality you require and delivery capabilities you need to produce an expected quality of experience, and rely on a more limited set of requirements to judge between these vendors.

This evaluation of the ITSM SaaS delivery capabilities market is intended to be a starting point only. We encourage clients to view detailed product evaluations and adapt criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

Figure 2 Forrester Wave™: ITSM SaaS Delivery Capabilities, Q3 '14



Source: Forrester Research, Inc.

Figure 2 Forrester Wave™: ITSM SaaS Delivery Capabilities, Q3 '14 (Cont.)

	Forrester's Weighting	BMC Software	CA Technologies	Cherwell Software	EasyVista	FrontRange	ServiceNow	SysAid Technologies	TOPdesk	Vivantio	Zendesk
<b>CURRENT OFFERING</b>	50%	2.81	2.97	3.71	2.89	2.79	3.47	4.20	2.36	3.12	2.43
Client feedback on overall satisfaction*	10%	3.00	2.00	4.00	4.00	1.00	5.00	4.00	2.00	3.00	3.00
Client feedback on value for money*	15%	1.00	4.00	4.00	1.00	1.00	3.00	5.00	1.00	3.00	3.00
Scope of predefined service	15%	2.50	2.00	3.30	2.70	2.60	3.10	3.60	2.80	0.90	2.10
Breadth of offering	10%	2.80	3.60	3.60	2.00	3.80	3.60	3.80	1.80	3.40	2.80
Availability and resiliency	20%	2.90	2.70	4.40	4.00	3.60	3.70	4.40	2.50	3.30	0.90
Security and compliance	15%	3.80	3.00	2.50	3.00	4.00	3.80	3.80	2.70	3.20	1.90
Upgradability	10%	3.00	3.68	5.00	4.32	3.02	2.32	4.34	3.00	5.00	3.68
Services activation time	5%	5.00	3.00	2.00	1.00	3.00	3.00	5.00	4.00	5.00	5.00
<b>STRATEGY</b>	50%	2.70	2.70	3.55	2.95	3.35	3.60	3.25	3.00	3.00	3.05
Vision	35%	3.00	3.00	5.00	4.00	4.00	4.00	3.00	4.00	3.00	2.00
Planned enhancements	10%	3.00	3.00	3.00	3.00	3.00	5.00	3.00	3.00	3.00	3.00
Pricing structure	15%	1.00	1.00	2.00	3.00	3.00	2.00	2.00	2.00	3.00	3.00
Sharing of configurations	20%	3.00	3.00	5.00	3.00	3.00	5.00	5.00	3.00	1.00	3.00
Release schedule	20%	3.00	3.00	1.00	1.00	3.00	2.00	3.00	2.00	5.00	5.00
<b>MARKET PRESENCE</b>	0%	2.90	3.00	3.40	2.50	3.60	3.20	2.90	2.00	2.50	1.70
ITSM SaaS growth rate (year-over-year)	20%	3.00	5.00	4.00	2.00	3.00	2.00	3.00	2.00	2.00	0.00
Corporate profitability	30%	4.00	5.00	4.00	1.00	5.00	1.00	5.00	3.00	4.00	0.00
Installed base	50%	2.20	1.00	2.80	3.60	3.00	5.00	1.60	1.40	1.80	3.40

All scores are based on a scale of 0 (weak) to 5 (strong).

\*Please see endnote 6 for more information on how these scores were derived.

Source: Forrester Research, Inc.

## VENDOR PROFILES

### Leaders

- **SysAid Technologies.** SysAid Cloud edition is aimed at companies in all industries, ranging from small and medium-size businesses to Fortune 500 companies. In addition to having an IT community integrated into the product, SysAid offers a community IT benchmark module that takes anonymous data (with customer permission) to provide crowdsourced key performance indicators for comparison to other customers worldwide. We evaluated SysAid version 14.
- **Cherwell Software.** Cherwell Service Management (CSM) is targeted at all markets. CSM delivers the same software on-premises or SaaS. Cherwell currently has approximately 40% of its customers on its SaaS version. Cherwell has a newly launched developer community that allows community members to share “mergeable applications” called mApps. We evaluated CSM 5.0.
- **ServiceNow.** ServiceNow IT Service Automation suite is aimed at all markets globally. Using the extensibility of the ServiceNow IT Service Automation Platform, ServiceNow’s newly released ServiceNow Community Share allows customers and partners to create and share reusable content. We evaluated ServiceNow Eureka.

### Strong Performers

- **FrontRange.** HEAT (help desk expert automation tool) Service Management is FrontRange’s version of its service management platform for cloud computing environments. From a single, multitenant platform, HEAT Service Management provides both service management and client management software on-premises and in the cloud. We evaluated HEAT Service Management 2014.2.
- **Vivantio: Vivantio ITSM.** Vivantio ITSM targets the upper midmarket. Vivantio ITSM is an evolution of the Vivantio Service Desk product, which was first released in 2005. Vivantio ITSM is released weekly and allows customers to choose when to turn features on, thereby allowing a continuous delivery cycle while giving customers the maximum flexibility with upgrades.
- **EasyVista.** EasyVista Service Manager is aimed at the enterprise and upper midmarket segments globally. EasyVista analytics is a unique report provided monthly to each SaaS client; it includes availability metrics, database size, system activity information (e.g., the number of connected users), interaction details, page and business wizard usage, potential system errors, and additional key performance indicators. We evaluated EasyVista Service Manager 2014.

- **CA Technologies: CA Cloud Service Management.** Formerly CA Nimsoft Service Desk, CA Cloud Service Management is the company's multitenant, service management solution sold across all markets through the CA Technologies global sales force. We evaluated CA Technologies Cloud Service Management Spring 2014.
- **Zendesk.** Zendesk provides cloud-based customer support and internal help desk software and targets all market segments in all geographies. Zendesk is released weekly and allows customers to choose when to turn features on, allowing a continuous delivery cycle while giving customers the maximum flexibility with upgrades.
- **TOPdesk.** TOPdesk as a service targets all segments worldwide. The TOPdesk platform allows customers to extend out-of-the-box functionality. We evaluated TOPdesk 5.4.
- **BMC Software: BMC Remedyforce.** BMC Remedyforce, built on salesforce.com's Force.com platform, was launched in April 2010. It is suited for all markets, but in particular, for customers that don't need the depth and breadth of capability offered by Remedy OnDemand. The Force.com platform allows customers to build new applications that can extend Remedyforce. We evaluated BMC Remedyforce Winter '14.

## SUPPLEMENTAL MATERIAL

### Online Resource

The online version of Figure 2 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

### Data Sources Used In This Forrester Wave

Forrester used a combination of two data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.
- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with three of each vendor's current customers.

## The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and we encourage readers to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve. For more information on the methodology that every Forrester Wave follows, go to <http://www.forrester.com/marketing/policies/forrester-wave-methodology.html>.

## Integrity Policy

All of Forrester's research, including Forrester Waves, is conducted according to our Integrity Policy. For more information, go to <http://www.forrester.com/marketing/policies/integrity-policy.html>.

## ENDNOTES

- <sup>1</sup> In this report, we use SaaS as a marketing term, not a qualifier for whether a vendor is truly delivering a SaaS product. For more information about how to determine the difference between SaaS or SaaS in name-only products, see the March 18, 2014, "[Beware Of The 'SaaS' Trap](#)" report.
- <sup>2</sup> For more information on the growth of the ITSM SaaS market and the main players within the landscape, see the June 4, 2014, "[Market Overview: IT Service Management SaaS Tools Update, 2014](#)" report.
- <sup>3</sup> Forrester recommends that organizations reinvent the obsolete but necessary CMDB. See the December 6, 2011, "[Reinvent The Obsolete But Necessary CMDB](#)" report.
- <sup>4</sup> Source: ITIL ([http://www.itil-officialsite.com/InternationalActivities/ITILGlossaries\\_2.aspx](http://www.itil-officialsite.com/InternationalActivities/ITILGlossaries_2.aspx)).
- <sup>5</sup> For more information about other SaaS contract quality-of-experience metrics that you can consider, see the July 13, 2012, "[Cloud Contracts Checklist](#)" report.

- <sup>6</sup> There is not a direct translation between client feedback score and Forrester Wave score. This is because each vendor was able to choose its own references and received a copy of the questions that were going to be asked. As such, this is not a random sampling of vendor clients but a preselected group, and the scores are expected to be high. Forrester used the entire scale from 1 to 5 points to pull out this differentiation. For example, a vendor that gets one 4 and four 5s should be given a higher score than a vendor who got all 4s.
- <sup>7</sup> For more information about how to determine the difference between SaaS or SaaS in name-only products, see the March 18, 2014, [“Beware Of The ‘SaaS’ Trap”](#) report.

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« IAN OLIVER, client persona representing Infrastructure & Operations Professionals



# SysAid Technologies Is A Leader Among ITSM SaaS Vendors

Excerpted From The Forrester Wave™: ITSM SaaS Delivery Capabilities, Q3 2014

by [Amy DeMartine](#)

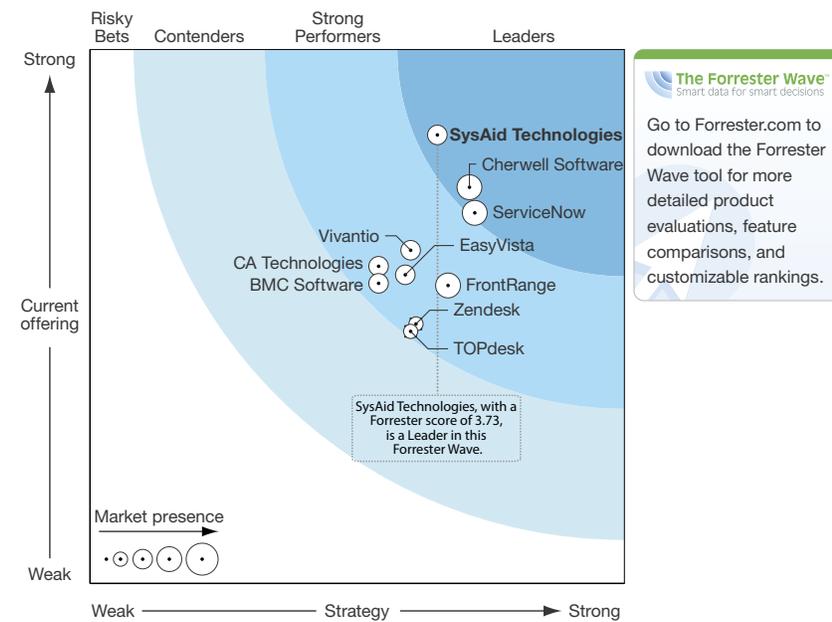
with [Liz Herbert](#), [Eveline Oehrlich](#), Michelle Mai

## SysAid Technologies Is A Leader Among ITSM SaaS Vendors

SysAid Cloud edition is aimed at companies in all industries, ranging from small and medium-size businesses to Fortune 500 companies. In addition to having an IT community integrated into the product, SysAid offers a community IT benchmark module that takes anonymous data (with customer permission) to provide crowdsourced key performance indicators for comparison to other customers worldwide. We evaluated SysAid version 14.

See below for more information on SysAid Technologies' current offering, strategy, and market presence.

Forrester Wave™: ITSM SaaS Delivery Capabilities, Q3 '14



## SysAid Technologies Evaluation Overview

### CURRENT OFFERING

Client feedback on overall satisfaction	Clients scored SysAid Cloud an average of 4.67 out of 5.00 for overall satisfaction.
Client feedback on value for money	Clients scored SysAid Cloud an average of 5.00 out of 5.00 for value for money.
Scope of predefined service	SysAid Technologies provides sound support for scope of predefined service.
Breadth of offering	SysAid Technologies provides sound support for breadth of offering.
Availability and resiliency	SysAid Technologies provides strong support for availability and resiliency.
Security and compliance	SysAid Technologies provides sound support for security and compliance.
Upgradability	SysAid Technologies provides strong support for upgradability.
Services activation time	SysAid Cloud has an average activation time of less than 15 minutes.

### STRATEGY

Vision	SysAid describes its vision as making the lives of sysadmins around the world easier and making their IT environments and IT service delivery better through affordable, innovative, and intuitive IT service management (ITSM) software aligned with industry best practices through automated business processes and through evolving product features that meet the needs of a constantly changing business and IT landscape.
Planned enhancements	SysAid describes its current road map priorities as extending current functionality and adding out-of-the-box integrations.
Pricing structure	SysAid Cloud is priced based on named user. Additional modules and managed assets are available for a fee. Data can grow in size without an additional fee.
Sharing of configurations	SysAid provides a community ( <a href="http://www.sysaid.com/Sysforums/forums/home.page">http://www.sysaid.com/Sysforums/forums/home.page</a> ) for manual sharing of methodologies, and a feature of the product allows for automatic sharing of knowledge base articles.
Release schedule	SysAid has major releases triannually.

### MARKET PRESENCE

ITSM SaaS growth rate (year-over-year)	SysAid Cloud has a revenue growth rate of more than 100%.
Corporate profitability	SysAid has corporate profitability of more than 20%.
Installed base	SysAid Technologies provides very weak support for installed base.

## WHY READ THIS REPORT

### FROM THE FORRESTER WAVE™: ITSM SAAS DELIVERY CAPABILITIES, Q3 2014

How an IT or business service is delivered directly affects the quality of experience for the service consumer and the reputation of the infrastructure and operations (I&O) team that delivers the services. In Forrester's 30-criteria evaluation of IT service management (ITSM) software-as-a-service (SaaS) vendors, we identified the top 10 most significant vendors in the category and researched, analyzed, and scored them based on their SaaS delivery capabilities. This report details our findings about how well each vendor fulfills our criteria and where they stand in relation to each other to help infrastructure and operations professionals select the right vendor for their ITSM SaaS requirements.

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