Marktübersicht: Service-Desk-Lösungen

		Eckdaten								Funktionsumfang Service-Operation gemäß ITILv3							Funktionsumfang Service-Transition gemäß ITILv3					Details zum Funktionsumfang										
Hersteller	**Produktname**	Helpdesk-/Trouble-Ticket-System	Service-Desk-Lösung gemäß ITILv2	Lösung ITILv2-zertifiziert (Pink Verify o.ä.)	Service-Desk-Lösung gemäß ITILv3	Lösung ITILv3-zertifiziert (Pink Verify o.ä.)	Lösung für lokale Installation	Mietsoftware (Software as a Service, SaaS)	Virtual Appliance (vorkonfiguriertes VM-Image)	Event-Management	Incident-Management	Request Fulfilment	Access-Management	Problem-Management	IT-Operations-Management	IT-Facilities-Management	Change-Management	Projekt-Management	Release- and Deployment-Management	Service-Asset- and Configuration-Management	weitere Disziplinen gemäß ITILv3	Grafische Visualisierung des Incident-Status	Grafische Visualisierung des Prozess-Status	Self-Service-Portal für Endanwender (Incidents)	Self-Service-Portal für Endanwender (Service-Requests)	IT prozessbezogen hinterlegbar (App. Dependency Mapping)	geschäftsprozessbezogenes Performance-Monitoring	betriebswirtschaftliche Daten hinterlegbar (z.B. Kaufverträge)	verwendet eigene CMDB	integriert sich in externe CMDB	mandantenfähig	zusätzlicher Funktionsumfang
Aagon	ACMP 3.7	●					●			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●				●
Axios	Assyst 9	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●
Cherwell	Cherwell Service Management	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●
FCS	Heinzelmann Service Desk 2.5	●	●		●		●	●		●	●	●		●	●		●	●	●	●	●	●	●	●	●	●		●	●		●	●
Frontrange	ITSM 7.0	●	●	●	●	●	●			●	●	●		●	●		●		●	●	●	●	●	●	●	●	●	●	●	●	●	●
Hewlett Packard	HP Service Manager 7.11	●	●	●	●	●	●	●		●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
I-Net	I-Net Helpdesk 7.1	●	●		●		●	●			●	●	●	●	●	●	●					●	●	●	●			●				
Landesk	Landesk Service Desk 7.3	●	●	●	●	●	●			●	●	●	●	●	●		●		●	●	●	●	●	●	●	●	●	●	●	●	●	●
Manageengine	Servicedesk Plus	●	●				●				●	●		●			●		●	●	●	●		●	●			●	●			●
	Servicedesk Plus MSP	●	●				●				●	●		●			●		●	●	●	●		●	●			●	●		●	●
Materna	IT-Service-Management-Framework	●	●	●			●		●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●		●	●	●	●	●
Nilex	Nilexplus	●	●	●	●	●	●			●	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●		●	
Omninet	Omnitracker 9.0	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
OTRS	OTRS ITSM 2.0	●	●		●	●	●		●	●	●	●		●			●			●	●	●		●	●			●	●	●	●	●
Helpline	Helpline 5.0 Standard Server	●	●	●	●	●	●	●	●	●	●									●	●	●	●	●	●	●			●	●	●	●
	Helpline 5.0 Professional Server	●	●	●	●	●	●	●	●	●	●	●		●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Service-now.com	Service-now.com	●	●		●	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Topdesk	Topdesk Enterprise 4.2	●	●		●		●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●
Wendia	POB 21.12	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●