Marktübersicht: Service-Desk-Lösungen

		Eckdaten								Funktionsumfang Service-Operation gemäß ITILv3							Funktionsumfang Service-Transition gemäß ITILv3					Details zum Funktionsumfang										
Hersteller/ Anbieter	**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 Fulfillment	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
Cebicon	CC Helpdesk	●					●	●														●			●			●				●
Cherwell	Cherwell Service Management	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●
COC	Helpmatics	●	●	●	●	●	●	●		●	●	●		●			●		●	●	●	●	●	●	●	●	●		●	●	●	●
Deskcenter	Deskcenter Management Suite	●					●	●			●			●	●					●			●		●	●			●	●		●	●
Frontrange	ITSM	●	●	●	●	●	●	●		●	●	●		●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
GID	Sofa Helpdesk	●					●	●	●													●	●	●	●			●	●			●
Hewlett-Packard	HP Service Manager	●		●	●	●	●	●			●	●		●			●					●	●	●		●			●	●	●	●
Helpline	Helpline	●	●	●	●	●	●	●		●	●	●		●			●	●	●	●	●	●	●	●	●	●	●	●	●			●
Ideri	Ideri Note									●				●																		
I-Net	I-Net Helpdesk 7.1	●	●		●		●			●	●	●	●	●			●					●	●	●	●					●		●
Kaseya	IT Automation Framework				●			●		●	●	●	●	●	●		●		●	●		●		●	●	●		●			●	●
Landesk	Landesk Service Desk 7.4	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●
Materna	IT-Service-Management-Framework	●	●		●						●	●		●			●			●			●							●	●	●	●
Netsupport	Servicedesk	●	●				●		●		●	●		●			●					●	●	●	●		●	●	●			●	●
NTR Global	NTR Cloud, NTR Help Desk, NTR Service Desk	●	●				●	●	●	●	●		●		●					●		●							●	●	●	●
OTRS	OTRS ITSM 3.0	●	●	●	●	●	●	●		●	●	●	●	●	●		●	●		●	●	●		●				●	●	●	●	●
Profi Engineering	Profi Managed Services	●																														
Realtech	The Guard Servicecenter	●	●		●		●			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●	●	●	●	
SHD Dresden	SM-Suite	●	●		●		●			●	●	●	●	●			●	●		●		●	●	●		●	●	●	●	●		●
Synetics	I-Doit						●								●	●				●		●	●			●	●	●	●		●	●
Sysaid	Sysaid	●	●		●		●	●		●	●	●		●	●	●	●			●	●	●	●	●	●	●	●	●	●		●	●
Unisys	Unisys ITSM	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●				●		●	
Wendia	POB 21	●	●	●	●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Zoho	Manageengine Servicedesk Plus	●	●				●	●			●			●			●			●		●		●	●	●		●	●			●

Alle Einträge beruhen auf Herstellerangaben

Anbieterübersicht: Service-Desk-Lösungen

Hersteller/Anbieter	Telefon	Produkt
Cebicon	0228/9727600	CC Helpdesk
Cherwell/Traffix	040/682872-23	Cherwell Service Management
COC	08677/9747-0	Helpmatics
Deskcenter	0341/3085450	Deskcenter Management Suite
Frontrange	0711/3401900	ITSM
GID	040/53576-0	Sofa Helpdesk
Hewlett-Packard	07031/14-0	HP Service Manager
Helpline/Pmcs	06434/94500	Helpline
Ideri	07249/947591	Ideri Note
I-Net	030/25299350	I-Net Helpdesk 7.1
Kaseya	0231/700119-30	IT Automation Framework
Landesk	069/941757-0	Landesk Service Desk 7.4
Materna	0231/5599-160	IT-Service-Management-Framework

Hersteller/Anbieter	Telefon	Produkt
Netsupport	089/550508-10	Servicedesk
Netsupport/Prosoft	08171/405-0	Servicedesk
NTR Global	06221/13709-0	NTR Cloud, NTR Help Desk, NTR Service Desk
OTRS	06172/681988-0	OTRS ITSM 3.0
Profi Engineering	06151/8290-0	Profi Managed Services
Realtech/Pan Dacom	06103/932114	The Guard Servicecenter
SHD Dresden	0351/4232150	SM-Suite
Synetics	0211/69931-0	I-Doit
Sysaid/Consist	0431/3993-632	Sysaid
Unisys	06196/99-1500	Unisys ITSM
Wendia	0711/18567-412	POB 21
Zoho/Micronova	08139/9300-79	Manageengine Servicedesk Plus