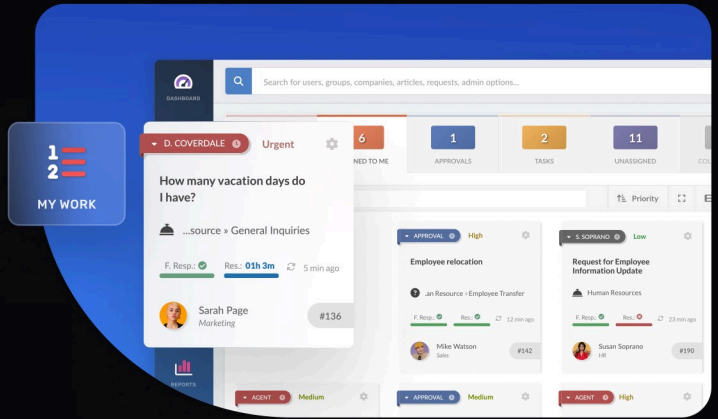




InvGate  
Service Management



On-premises

Cloud

# The most flexible no-code Service Management solution

Drag-and-drop workflows, multiple SLAs, AI capabilities, Custom Dashboards, and more. A tool that is best-in-class for IT and beyond.

## Why choose InvGate

- ✔ **No-code data structure, automations, dashboards:** Go live faster with pre-built processes, templates, and no-code configurations.
- ✔ **AI-capabilities embedded in your day to day:** Save time for your team and end-users with pragmatic AI-powered capabilities and no hidden fees.
- ✔ **Lower Total Cost of Ownership:** Scale without hidden fees, automation caps, or licensing surprises. And without engineering support!
- ✔ **Unencumbered user experience:** Lower service team ramp time and double employee adoption with a clean and easy interface.

Recognized by the best in the industry



Trusted by 1,000+ companies



# A future-proof Service Management solution

InvGate grows with you, ensuring long-term alignment with your goals.

## A pragmatic approach to AI

- Reduce mean time to resolution with solution recommendations and smart suggestions for escalation and collaborators.
- Minimize service disruptions by identifying and addressing major incidents and problems early.
- Accelerate agent ramp-up time with recommendations based on your knowledge base and previous tickets.

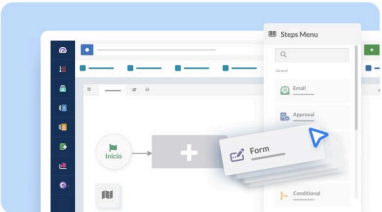


### AI HUB

- AI-Improved Responses
- Knowledge Article Generation
- Ticket Summarization
- Expert Collaborator Suggestion
- Smart Request Escalation
- Solution Recommendation
- Major Incident Detection
- Common Problem Detection
- Predictive Risk and Impact Analysis

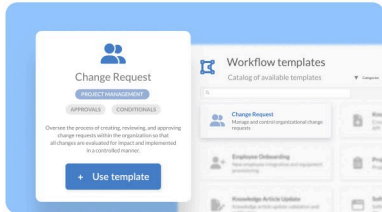
## Drag. Drop. Done. Complex processes made simple.

Design and automate processes easily—Tailor InvGate Service Management with no-code configuration to better fit your needs and implement an intuitive solution.



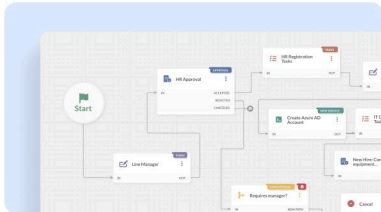
### Building blocks

Create workflows in minutes without the need for code.



### Customizable templates for ESM


Implement processes faster with pre-built templates for HR, Finance, and other teams.



### Enterprise-wide workflows

Break operational silos across departments, and create unified service practices.

Power up the tools you already use  
InvGate Service Management integrates with:



and more...

## Collaboration at scale

Bring teams together with adaptable tools that connect departments and enable fast collaboration.

- Unified service catalog**  
Build a one-stop solution for all service requests.
- Shared dashboards**  
Offer visibility into progress and metrics across teams.
- Easy-to-configure integrations**  
Integrate with your tech stack to ensure team collaboration.

Managing complexity has never been easier  
Scan the code to learn more.

