

We Create Cross-Team Workspaces



FAST FACTS

Founded

May 2011

Ownership

Privately held

Strategic Partner: CS Technology

Venture Partner: Austin Ventures

Platform

SaaS based, running on salesforce1

SaaS-based Cloud Services

ITinvolve Workspaces

ITinvolve Agility Manager

ITinvolve Drift Manager

ITinvolve Service Manager

Example Customers

Alert Logic

City of Denton (Texas)

CS Technology

Jalasoft

Meyer Corporation

Tax Resources

With Cross-Team Workspaces, IT leaders finally can know the right people are working on the right tasks and team members can stop hunting for information, have accurate analysis of risks brought to them, and share knowledge more effectively to get IT work done.

ITinvolve creates Cross-Team Workspaces that bring the right people, tools, information, and analysis together to help teams do their jobs more effectively.

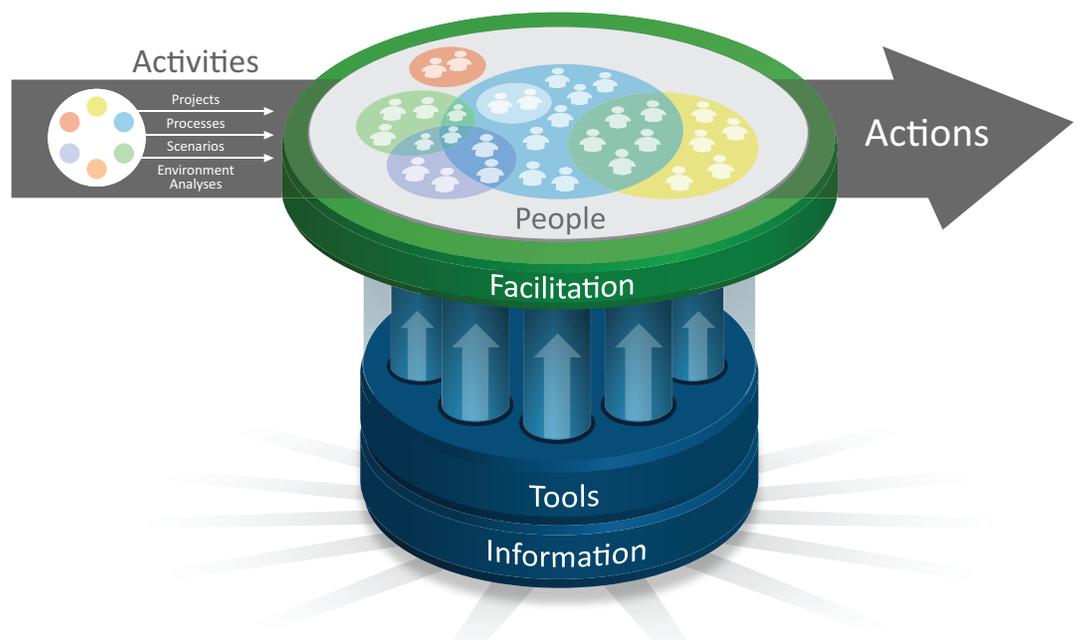
With workspaces for development and infrastructure projects; incident, problem, request, and change management processes; what-if scenarios; and environment analyses, ITinvolve is the application where IT and the business work together to achieve greater agility while ensuring operational stability and quality.

Less searching, less guesswork, and fewer silos—that's *People Powered IT™*.

The Challenge

IT directly impacts how fast businesses can adapt, seize new opportunities, and serve customers. With today's multi-tiered applications and complex infrastructure environments, it takes a cross-functional team of experts to effectively develop, deploy, and support the services IT delivers for the business.

Over the last twenty years there have been many IT management software products that have attempted to improve the effectiveness of project work and our understanding of IT environments, but these approaches have fallen short because they don't effectively engage the right people with the right information and reinforce siloed teams.



The Solution

- **Activities** – provide a collaborative workspace for project, process, or scenario activities
- **People** – identify and engage the right stakeholders and experts
- **Tools & Information** – deliver the information and analysis the team needs to do their work
- **Facilitation** – help the team make necessary decisions and document planned actions

The first application built to enable cross-team workspaces for IT

ITinvolve Workspaces™

Creates environment analysis workspaces:

- Bring together and visualize scattered IT information from SharePoint sites, CMDBs and IT tools, automation scripts, and more
- Ensure peer review and continuous validation of information so it's trusted
- Capture critical, but often undocumented, expert tribal knowledge
- Model dependencies and relationships across infrastructure, applications, policies, and more

Creates scenario workspaces:

- Analyze risk and help teams model what-if scenarios



ITinvolve Agility Manager™ creates project workspaces that bring business stakeholders, developers, QA, and operations personnel together to review and validate requirements, track and manage milestones, collaborate on deployment plans, and facilitate DevOps.

ITinvolve Drift Manager™ extends environment analysis workspaces to visualize, identify, and help teams correct drift for all tiers of the application stack in order to improve service stability and deployment success.

ITinvolve Service Manager™ creates incident, problem, change, and request process workspaces and offers a unified self-service portal for requests, help, and information to improve service support and service quality.

ITinvolve runs on the industry's #1 secure and scalable SaaS platform – salesforce1.

Key Benefits

- Improve project delivery times and release quality
- Increase deployment success rates
- Avoid unexpected issues from changes while increasing change volume
- Delight business leaders and users with how reliably services perform
- Put compliance in line with daily operations

Transformational and Targeted

ITinvolve works with existing investments with no 'rip and replace' required.

- Evolve from ticket-centric ITSM 1.0 to people-centric ITSM 2.0 workspaces
- Solve CMDB 1.0 accuracy and trust issues with a collaborative CMDB 2.0 validated by experts
- Eliminate Change 1.0 risks with situational, environment-aware Change 2.0 workspaces
- Expand from automation-centric DevOps 1.0 to collaboration-centric DevOps 2.0 workspaces
- Move beyond Compliance 1.0 with after the fact audits to inline Compliance 2.0 with policy awareness

Recognition

ITinvolve was selected as a Gartner 'Cool Vendor' in IT Operations Management for 2013. The ITSM Review awarded ITinvolve Best-in-Class for Change, Config, & Release Management in 2014 and Knowledge Management in 2013. Pink Elephant named ITinvolve a finalist for the prestigious Innovation of the Year Award for 2012.

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Sr. Director, Product
Management



Cool Vendors in IT Operations Management, 2013",
J. Brooks, J. Greene et al, 18 April 2013