

FEATURE / BENEFIT	FM GrandCentral	Ivanti	FreshService	Jira	Zendesk
GARTNER LEADER	✓	✓	X	X	X
<b>PRICING</b>					
STRAIGHT-FORWARD PRICING MODEL	✓	✓	X	X	X
ANNUAL PRICING	✓	✓	✓	✓	?
SAAS PRICING (MONTHLY)	✓	✓	✓	X	?
<b>IMPLEMENTATION</b>					
SPEED of IMPLEMENTATION	3-5 Weeks	2-4 Months	Self Implementation	Self Implementation	Self Implementation
SETUP SUPPORT TYPE	Rapid Deployment included		Offshore support available	Community & KnowledgeBase	Portal & Phone Support
OUT-OF-THE-BOX FUNCTIONALITY	Best practice & ITIL compliant	Best practice & ITIL compliant	Best practice & ITIL compliant	Basic ITSM setup	Self-guided/access to KB
<b>SUPPORT TYPES AVAILABLE</b>					
CERTIFIED TECH SUPPORT	✓	X	Limited	X	Limited
AVAILABLE REMOTE ADMINISTRATORS	✓	X	X	X	X
CUSTOMER PORTAL / KNOWLEDGEBASE	24x7	X	X	✓	X
SUPPORT COMMUNITY/PARTNER NETWORK	X	✓	Limited	✓	Limited
TIMELINESS of RESPONSES	8x8x5 ServiceDesk Support	Varies by package	Partner & offshore support	Community & Ticket-based	Limited support times
<b>WORKFLOWS OFFERED</b>					
IT WORKFLOWS	✓	✓	✓	✓	✓
EMPLOYEE WORKFLOWS	✓	X	X	X	X
CUSTOMER WORKFLOWS	✓	X	✓	X	✓
<b>DEVELOPMENT EXPERTISE</b>					
# of ITIL-COMPLIANT PROCESSES AVAILABLE	16	13	6	4	0
UNIFIED PLATFORM (i.e. a single code-base so different workflow modules work seamlessly)	✓	X	X	X	X
STOREFRONT for ADDITIONAL PLUGINS & PRE-APPROVED APPS	✓	X	X	X	X
MAJOR RELEASE FREQUENCY	6 Months	Annually	Annually	Annually (Minor Releases)	Annually