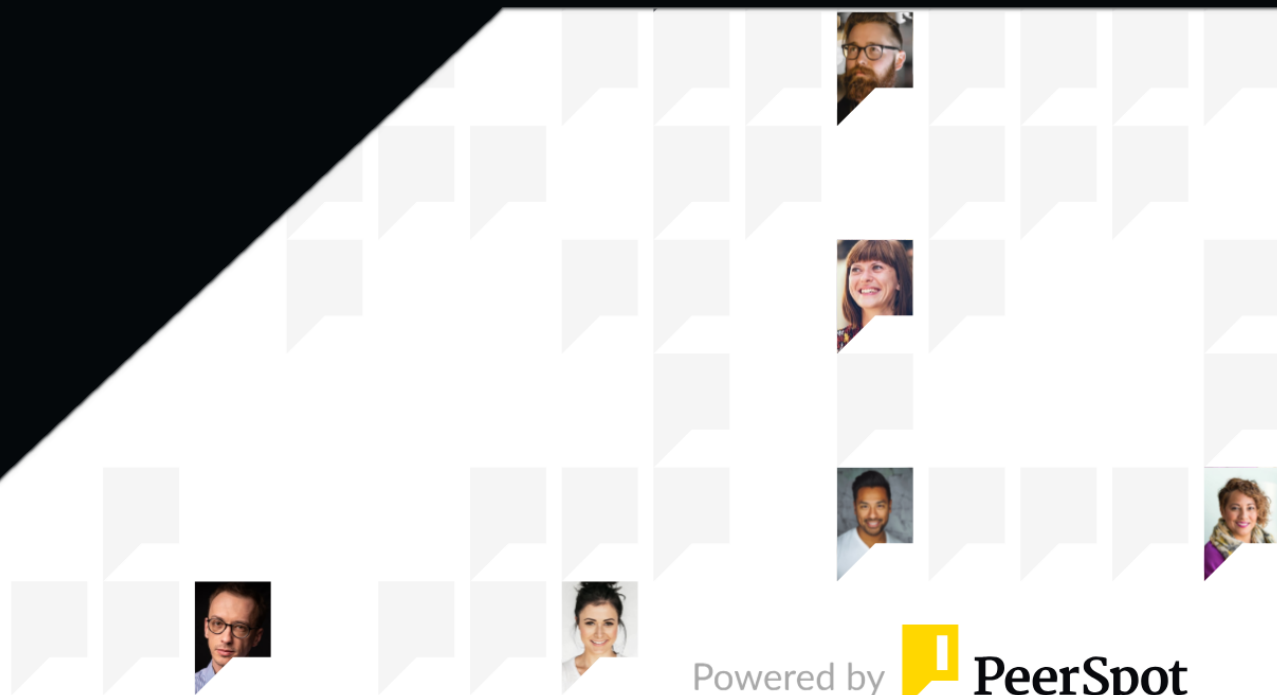


aws marketplace

SysAid

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 16

Other Solutions Considered..... 17 - 20

ROI..... 21 - 22

Use Case..... 23 - 26

Setup..... 27 - 30

Customer Service and Support..... 31 - 33

Other Advice..... 34 - 37

Trends..... 38 - 39

About PeerSpot..... 40 - 41

Product Recap



SysAid

SysAid Recap

SysAid offers an adaptable IT management platform with customizable workflows, asset management, and seamless application integration, catering to departments such as HR, payroll, and finance.

SysAid provides tools for incident, request management, and a CMDB to support departments through efficient processes. It features a self-service portal and knowledge base, enhancing user experience by promoting autonomy. It allows for easy customization and features a scalable system that adjusts to enterprise needs. SysAid supports educational institutions, airlines, and a variety of sectors by streamlining communication through calls and emails.

What are SysAid's Important Features?

- **Intuitive Interface:** Offers a user-friendly design that simplifies navigation.
- **Customizable Workflows:** Enables users to tailor processes to their specific requirements.
- **Robust Self-Service Portal:** Empowers users to resolve issues independently.
- **Comprehensive Asset Management:** Tracks and manages assets efficiently.
- **Reporting Tools:** Provides extensive data analysis and visualization capabilities.
- **Knowledge Base:** Supports access to information for problem-solving.
- **Integration Capabilities:** Allows seamless connection with other applications.

What Benefits and ROI Should Users Look For?

- **Ease of Customization:** Adapt workflows and interfaces with minimal effort.
- **Scalability:** Supports growth and changes in enterprise infrastructure.
- **Effective Technical Support:** Ensures reliable assistance for troubleshooting issues.
- **Transparency:** Enhances visibility into service management and asset tracking.

SysAid is utilized across different industries for IT, HR, facilities, and finance needs. Its primary role is in incident and request management and knowledge sharing, with asset inventory and CMDB functionalities aiding internal communication. It is implemented in sectors like education and aviation to streamline operational processes.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“I would say the overall flexibility of the product is its most valuable feature.”



Todd Blake

Senior IT Specialist at a healthcare company with 11-50 employees



“All our service management is integrated into one system. Our response time is much faster because we have a visual into what is going on.”



Uday Madasu

CIO at Jewish Board of Family and Children's Services



“It's really customizable. It's very user-friendly to change very quickly. We've developed lots of custom forms and things, without any need for thousands of accounting consultants which was one of our main aims of it.”



Nick Border

Project Manager at Ark Data Centres Limited



“It tracks everything that the technicians are doing. We can account for time and manage resources.”



Dave Joseph

Help Desk Administrator at a transportation company with 1,001-5,000 employees



“The service desk automation and orchestration are very good. We are implementing it at the moment. We implemented it for two of our applications already for our CRM. Whenever there's a change in the CRM, it will automate them into SysAid as well. We have two workflows from our CRM into SysAid, which is very helpful. Overall, we're very happy with the workflow.”



Tobias Raab

Group Head of IT at Tour Partner Group



“The service desk orchestration, overall, is good. It allows an organization to build that service desk concept into its organizational and support strategy. And it allows an organization to digest that and create a support model very quickly around the tools. The fact that the tools are integrated within the system itself gives the organization a really robust way to integrate everything and have a complete support model.”



Cheryl Sobkow

Director of IT Support Services at University of Michigan School of Business



“The solution can scale.”



Verified user

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

What users had to say about valuable features:

“The simplicity of the solution is excellent.

The product has a very clear user interface.

We've found the product to be stable over the years.

The solution has been able to scale to meet our needs.

Technical support has always been good.

The pricing is excellent..”

Verified user

Director of operations at a computer software company with 1,001-5,000 employees

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“I really like the SysAid self-service portal. It's very customizable and we can customize it to fit our needs rather well.

They have a good workflow designer and it's very easy to configure everything. You can configure anything at a code level or we can configure everything with some basic knowledge without having to go do code-level changes.

The initial setup is pretty straightforward.

Technical support is helpful.

The solution can scale.

The pricing is okay..”

Verified user

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

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“Most valuable is the reporting aspect of it. What happened was that we grew and expanded the airline. Because of that, there is more demand on the IT system, infrastructure, and resources. SysAid allows us to quantify and fortify our performance. At any point in time, I can generate a report based on a time frame. We can drill down on which categories have the most calls. For instance, if the monitor is not coming on, then we can drill down on that. We could use that information to find out why it is that we have so many tickets based on monitor failing. It can also allow us to be proactive.

Next feature, which we're exploring right now, is launching something called Automate Joe. They launched it late last year. With Automate Joe, we are planning to using account unlock profile in the near future, which will allow us to use SysAid to reset passwords and unlock accounts. This will help on the amount of time that we spend doing this task, because anyone here can get 10 to 15 requests to reset passwords or unlock accounts. Those 10 to 15 calls will probably take like two or three minutes each to start creating a ticket. Altogether, this is about two hours just to do a minor task, which is would be eliminated with just the Automate Joe feature..”

Dave Joseph

Help Desk Administrator at a transportation company with 1,001-5,000 employees

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“The self-service portal for the users as well as the reporting functionalities in SysAid to report any requests and tickets coming in are the most valuable features. Overall, the whole workflow system, how it works, the setup, how you can integrate it into other applications is valuable.

I find the self-service portal valuable because if a user wants to enter the ticket and start typing in, they will already get suggestions about how to resolve the issue, which is very helpful and reduces the number of requests.

In regards to the workflow on the ticketing system, it's absolutely flexible. You can integrate it everywhere. You can use it everywhere. It's very easy for every end-user. Reporting functionalities, especially for me, as I am leading the department to see how the workload of the different members in my department is, where we get more requests, and where we get fewer requests. I can see the workload and I see which departments we get more requests from.

The service desk automation and orchestration are very good. We are implementing it at the moment. We implemented it for two of our applications already for our CRM. Whenever there's a change in the CRM, it will automate them into SysAid as well. We have two workflows from our CRM into SysAid, which is very helpful. Overall, we're very happy with the workflow.

From the admin side, the user interface is easy to use. There is a good overview. It's quick to deal with to get your requests and to deal with them, to change the status and work on them. From an end-user perspective, it's easy to create the ticket. You log in with a single sign-on. You don't need to log in or type in your login details. When you start to type in your ticket, you already get the self-service options to resolve it. If not, then with the categories, you get directly to the right person who will then come back to you very quickly. That's how I see it from an end-user and from an admin perspective.

SysAid provides us with multilayered service management and all of our support pieces integrated into one system. Our service and support systems are much more transparent for everyone in the business to see what the support function is doing

and how they're doing to gain even more understanding and recognition. Secondly, having one system for all support operations, helps us to deal with resources and we can swap resources quite easily if we notice that we are behind or we have a higher workload than on others. It makes us more flexible and more transparent..”

Tobias Raab

Group Head of IT at Tour Partner Group

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“My team uses the change management software and Knowledge Base. They give us workflows and allow for an approval process. Within my department (IT), we use SysAid for change management. Anytime the network, server, application, or desktop team have to make any changes, we have templates in SysAid specifically for certain types of changes. E.g., if a server engineer would submit for a change, it gets approved by a first level manager, like a server lead or network lead. then it comes to me for approval. Only after I approve the change, do we actually implement the change and document the outcome of the change. Similarly for requests, if our end users are asking for net new equipment, e.g., they need a PC, laptop, or printer. Those requests also are managed in SysAid and the end user request is typically approved by a department manager who has budgeted approval. They come to IT for review and approval, then we will begin the procurement process, set up installation, configuration, etc. Therefore, we used SysAid for managing both requests and changes.

It also gives us the ability to host knowledge articles. Therefore, if a user is submitting a request for help with email, they have the ability to do one of two things:

1. They can see if anybody else in the agency has submitted a similar or related issue and what happened. Then, is this something that they can kind of help themselves?
2. In some cases, we actually create a one or two-page guide, where we say, "If you're trying to set up Outlook for the first time on your PC because you're a new employee, these are the steps you have to go through to set up Outlook on your PC." You don't necessarily have to contact an IT service desk to help you with that.

The user interface is easy to use. It makes it easy for users and administrators to put in different requests and get support by putting tickets in the queue.

There have been different versions of SysAid that have evolved. One of the newer things that my staff love with SysAid is their Self-Service Portal. Earlier, we only had an end user portal, which had some limitations around being able to categorize incidents differently in a better way. With the Self-Service portal, things are much

clearer and simpler. For our end users, SysAid is easy to use. You don't need to do a lot of training for end users to give them access to SysAid and get them started. It gives them transparency on the process. At any time, an end user can know where a request is in the support process: Who is working on it? That is where when you look at return on investment on SysAid, I think we got a return on investment, even within our first year.

The solution's built-in asset management is very good. We have deployed the software onto our PCs and laptops. It shows us what is going on with any app. Currently, we use SysAid to track all our end user equipment. When a user submits a request for a help based on asset management information, we know who the user is, but more importantly, where the user and the asset are located because we are an agency which has about 3,000 employees. These 3,000 employees are working out of more than 17 physical locations, and sometimes our users can work out of more than one location. Therefore, it is very important to connect the dots between an asset and a user, which is why we use the SysAid asset management system..”

Uday Madasu

CIO at Jewish Board of Family and Children's Services

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“At the moment we're mainly using it as a ticketing tool. We're using the self-service portal internally. We are using monitoring for our internal infrastructure, internal servers, our internal laptops, and whatnot. We are looking to make use of the remote access tools to replace some legacy ones we have to keep them in one place. There are lots of elements or different applications that can be combined into one tool which is a nice feature.

It's really customizable. It's very user-friendly to change very quickly. We've developed lots of custom forms and things, without any need for thousands of accounting consultants which was one of our main aims of it.

I won't say it has the best user interface in the world, but it's very good. It's very clean and very simple to understand. Even since we've had it, they've made lots of improvements to it. I think that's one thing that attracted us to them. Out-of-the-box there are loads of things that we wanted to do, which a lot of the other solutions we looked at didn't provide. SysAid is constantly developing it, which is good.

One major improvement we've seen is better workflows for tickets. That was really complicated when we started off but since it's been getting much easier with some of the new tools they've put in.

Our workflow used to be easier, you have to set up tabs and behind the scenes bits of code. You had to think about how to make things work and it was very complicated. They developed sort of a drag and drop workflow system.

To start off with, the service desk automation and orchestration were average and I think it's definitely getting easier with some of the visual tools they've put in. Support has been one of the best parts. They've been very helpful. We generally use their chat support or their email-based support and they've always been very quick at replying. They've been very good. I've generally been very impressed by it.

SysAid provides us with multilayered service management and all of our support pieces integrated into one system. We currently have a different tool for merging

onto users' laptops to fix problems. That's all built into SysAid which is great. The monitoring is built into SysAid and it also logs tickets based on it. For at least one chunk of our business, we're able to merge three tools into one. It saves us money as well.

It hasn't affected our operations a great deal, because the system worked before. It's just nice to have one tool to use, rather than having to swap tools or to have a ticket open in one system, open over those sessions in another system, do something else somewhere, and then monitoring in something else. It's all in one place, it's all easy to see. It's all easy to report on, which is quite critical for us as well. It's just ease of use and we're getting cost-saving since we don't have to have three applications doing the same job. We're using the built-in asset management at a very basic level, but I would say it's better than most of the other tools of the same pricing structure I've seen. Having software licensing bills has been quite helpful. The physical asset monitoring hasn't changed. We did have tools there to do it before. It's just pulled into one place, so we can track and get a value-added glance view of the historic issues with anyone's laptops or with servers and things like that. It's not a drastic change, but it's helpful to have it all in one place.

We're still seeing about Automate Joe since we've only been running live with it for three months. We'll probably lookout this year. Especially with the COVID stuff that's happening, we've been a bit more focused on other things. But we'll look at it in the future, probably within the next year..”

Nick Border

Project Manager at Ark Data Centres Limited

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Other Solutions Considered

“We did evaluate other solutions but we decided to go for SysAid as it was the easiest to implement and in the beginning, it was the cheapest. We could implement it on-premise, we could already implement all of our email systems so we can use all our internal email systems from the very beginning. It was easy to set up for the initial test use. .”

Tobias Raab

Group Head of IT at Tour Partner Group

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“We were using an older version of Remedyforce. We switched because it was horrifically expensive to maintain. The last upgrade that we did with Remedyforce was just before my time. It cost us 100,000 pounds and actually made the product worse. The cost of SysAid is so much cheaper, even from licensing. It's flexible where Remedyforce really wasn't. To make any change to anything in Remedyforce was 10s of 1000s of pounds..”

Nick Border

Project Manager at Ark Data Centres Limited

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“It has a good interface. When I was out looking for possible tools for us to use, what was very important to me, in our organizational organization's case, was having it be simplistic and not complicated. We were able to spin up everything very quickly. Our IT support staff took to it right away so there was very little training needed. Putting the pieces together to turn it on and make it live involved minimal work. What I like about the tool is that you can manage different aspects of your organization from a service-management perspective, but it's not overly complicated and that's a good thing. For us it works very well..”

Cheryl Sobkow

[Read full review](#) 

Director of IT Support Services at University of Michigan School of Business

“Our previous solution wasn't good for the long-term, which is why we switched to SysAid. We were previously using a homegrown Access database.

Some of the other support departments outside of IT also love SysAid. Before, our facilities department was constantly chasing paper because people were submitting Word documents in paper form, then they had to either email or fax it to the facilities department. Of course, if you sent it, the facilities guys could be like, "No, I did receive it." Now, that process is more streamlined. SysAid makes it very efficient and effective. You don't have to do finger-pointing, as everybody knows where things are. Then, because everything is electronic and all the data is available, we can now begin to do some analytics and provide dashboards to people, and say, "In the last three months, these are the number of incidents from this location.".”

Uday Madasu

[Read full review](#) 

CIO at Jewish Board of Family and Children's Services

“We looked at Zendesk and Samanage. We gave them quite a detailed analysis of the requirements we have as a business for it and the benefits of the different systems and SysAid came up as the clear winner.

The differences were that a lot of the built-in features just work like the categorization and the routine. SysAid came out highest. A lot of the stuff was, "Well, we can't do that, that'll be coming out in the new release." And it's like, "Well, SysAid does it now. So why would we wait?" It was just the whole feature set that out-of-the-box was better. Customization was a big one actually. Samanage would allow us to create our own fields, which is the same as SysAid's cascading fields, the text inputs, and things like that. But you couldn't report on any of those custom fields, they kept them in a separate database and it was not integrated with the rest of the system. Whereas SysAid is perfectly integrated, you can then use it for reports. You can do workflow based on development fields..”

Nick Border

Project Manager at Ark Data Centres Limited

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“We looked at a couple options. Previously, I have implemented BMC Remedy, so we looked at BMC Remedy. We looked at another vendor called Cherwell. A couple of years ago, we looked at ServiceNow, but we think SysAid is definitely worth the money that we spent. ServiceNow was just way too fancy and expensive for us. So, we looked at the usual vendors and decided SysAid really works for us.

ServiceNow does a lot more in terms of integration and automation. I'm sure SysAid also has some automation. I don't know how well it does in terms of integration. That is actually one of the next things we are working on with SysAid to implement: Automate Joe and some of their other automation parts. That will probably be sometime later this year as we were actually in the middle of conversations with them, then we all got sidetracked. I am hoping that before the end of this calendar year we will try to do at least some automation within SysAid.

We do other kinds of automation already in our agency, but it's mostly using PowerShell scripts or a third-party automation. So, we are not new to the concept of automation. We just haven't done it within SysAid..”

Uday Madasu

CIO at Jewish Board of Family and Children's Services

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ROI

Real user quotes about their ROI:

“In terms of ROI, on one side, we have fewer people than we would have seen on the other side. It's not a real return of investment. It's more a return of acknowledgment in the whole business to have more transparency and more trust in the support functions. It's not a real return of investment but it helps you to get people more satisfied and get staff more satisfied with it. There is no monetary return on investment but we reduced headcount by two people. .”

Tobias Raab

Group Head of IT at Tour Partner Group

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“We saw our investment back at the end of year one. Return on investment really needs to be around process efficiency or user experience and satisfaction. If I look at what I do and what other support departments do for the rest of our agency from a process efficiency, user experience, and satisfaction standpoint, then there is no comparable alternative. I started with an Access database and I can only begin to articulate the limitations of an Access database to provide support to almost 2000 users. When we implemented SysAid, the bar was so low that the user experience on satisfaction was sky high. It was night and day. At our agency, people love SysAid. .”

Uday Madasu

CIO at Jewish Board of Family and Children's Services

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“We have seen ROI. The company has grown over these last two years. The only way we could have managed that growth was by having an application like SysAid.

Everyone is accountable to the company. For instance, everybody has their method. Our CIO's method is numbers. He needs to see numbers to justify the usage that he makes. The numbers that it allows us to capture help him to make proposals to the CEO. Otherwise, he can't really justify why we need more staff or whatever decisions/questions he puts through. SysAid is a great help with this. Without it, we can't quantify or codify anything that we do..”

Dave Joseph[Read full review](#) 

Help Desk Administrator at a transportation company with 1,001-5,000 employees

“You could be saving money within the first nine months of using it, over 10 months. Previously we had people who were literally copying and pasting ticket information from one bit to another. They would have had some bits on spreadsheets, they had some bits just in an email. Things got lost and the priorities were not tracked. The fact that we've got automation to save people copying and pasting tickets and sending emails to each other, backward and forwards is ROI.

Some of the functions we've got coming up with improving our change management workflows will help reduce the meetings we do on a weekly basis. We're putting in an automated workflow for our CAB approval system. If I look at how everyone worked previously, we are saving probably an hour or two a day. Including everyone in our company, we've saved around 16,000 pounds. So you'll really quickly get it back, not really a challenge at all on people's salaries..”

Nick Border[Read full review](#) 

Project Manager at Ark Data Centres Limited

Use Case

“In Sri Lanka, we are a kind of a partner of SysAid. We have handled multiple clients regarding the SysAid and internally we're also using it as well. We use it as an IT management service tool. We use SysAid for incident management, request management, and change management..”

Verified user

[Read full review](#) 

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

“We use SysAid for all of our internal user requests from all departments, from all areas or offices for the whole IT Department as well as for finance and for marketing. Any user request will go through SysAid to be dealt with.

We are on the latest version. We are just about to upgrade to the full version where you have access to the newest features. .”

Tobias Raab

[Read full review](#) 

Group Head of IT at Tour Partner Group

“We use it for incident management and service request management. We use it for the Knowledge Base and we also use it for equipment inventory, the CMDB. Those were the key pieces that we needed to bring together in our organization and we wanted a tool that would integrate those key points.

We are using the cloud version. We don't have the client onsite version..”

Cheryl Sobkow

Director of IT Support Services at University of Michigan School of Business

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“We use SysAid for internal IT ticketing, and I am a part of the IT team responsible for managing it. All our staff members with IT issues raise tickets through SysAid, and we categorize them into subgroups for easy management. SysAid serves as our primary tool for managing all internal IT requests and issues, and the IT team takes appropriate actions on those tickets raised through it..”

Todd Blake

Senior IT Specialist at a healthcare company with 11-50 employees

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“My company is an airline and my IT department uses it. For example, an IT request will come under the house subtype. It is all under one system, but we have subtypes, where subtypes are called:

- "Incidents" that go to the IT department.
- "Requests" that go to the HR department.
- "Complete" that go to the facility management department.

I am in IT. So, if staff needs assistance, we have three types of forms that they can do:

1. They can call in, then the administrator will create the certificate.
2. There is a client that is installed on most machines, where they can generate their own certificate and IT will respond to it.
3. They can send an email to SysAid, which will automatically generate a ticket.

Afterward, as the administrator, I will assign it to the relevant personnel to do the action. That is how it's done in IT. .”

Dave Joseph

Help Desk Administrator at a transportation company with 1,001-5,000 employees

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“We're an unusual company where we don't have a traditional IT service desk. We do have an IT support team, we have a separate networks team, and we have our general client service desk. So what we wanted from SysAid, is something that was more customizable, more user-friendly, and didn't require huge amounts of consultancy to maintain and develop. We've got 14 directly using it, in various small service desk roles and three different IT-type network teams who do general client service desk.

Most of my environment is in IT. We do have a very large network of organizations that we've built and run data centers for other people. We build them and control areas of them. We build the infrastructure and provide it to the customer. We've got an internal IT team and a network team that manages the commercial networks. We go into each of these data centers and then we have our client services team. We're not using all of SysAid's features because some of those departments have decided to do things outside of SysAid, like monitoring and things like that..”

Nick Border

Project Manager at Ark Data Centres Limited

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup was complex since it took a few months, but we got all the help we needed from SysAid's end. So, it worked out even though it was complex..”

Todd Blake

[Read full review](#) 

Senior IT Specialist at a healthcare company with 11-50 employees

“I wasn't part of the team when it was implemented, however, it's my understanding that it was straightforward mainly due to toll and the fact we were not migrating any historical records. I haven't heard about any hiccups in implementation..”

Verified user

[Read full review](#) 

Director of operations at a computer software company with 1,001-5,000 employees

“The initial setup is complex because there were a lot of back-end configurations that needed to be adjusted. We are a medium-sized company, working on so many different things, and we had to configure each end user. Then, we had to create our templates and configure each request. Though, there are some things you could do before the template. .”

Dave Joseph

[Read full review](#) 

Help Desk Administrator at a transportation company with 1,001-5,000 employees

“The initial setup is easy, and, on top of that, it's simple to configure and customize. It's not a difficult process at all.

We give support for the maintenance, which includes the customizations for our customers. If they don't have specific resources for doing customizations, we can jump in and assist. For example, if they need to create a new web-flow, if the customer doesn't have resources, we will do the maintenance part. Other than that, the implementation is easy and there isn't really a maintenance requirement as all the updates automatically get pushed live from the cloud..”

Verified user

[Read full review](#) 

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

“The initial setup was quite complex and when we started we started with the free version as a test. It was a trial. Over the months and years, we noticed that there are quite a few things that were not really thought through at the beginning, from our side. This means we had to redo or find a workaround to work with on the actual version. When you use the free version, there aren't many guidelines in regards to the various modules, how to set them up, and what's the thought behind it to set them up the right way. It's a bit of a learning process and you get used to it over the years. You will figure out what you did wrong in the beginning because you were not aware.

The overall setup itself is quite easy and straightforward. There is nothing that is an issue.

The deployment itself took us two to three days. It was more of a setup to get everything set up in the right way. Currently, it was a test system. I was working on my own on these apart from dealing with all other requests for the time being. It took me a few months to get it implemented. This was due to the additional workload. If you really concentrate on it and work on it, then I would say, it takes you two to three weeks to set up.

Our strategy was to monitor the workload of the IT department because we had the impression that the staff was overwhelmed by the workload, but we couldn't monitor it and we couldn't prove it. Then we wanted more end-user transparency to show them that a request they worked on is finished. The ticket is either closed or we have to deal with it with an external supplier..”

Tobias Raab

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Group Head of IT at Tour Partner Group

“The initial setup was really simple. There were some bits that were complex like the workflow work was hard but now it's getting better. Generally speaking though, it was great when we had a consultant, where we had a session every week and then I'd go away and make the changes. Now I'm a project manager for Ark and I've been an IT manager in the past, but I did the setup myself. It's not complicated at all. They provided us with a solution architect who understood what we were trying to achieve and would guide us. They classify us more to knowledge transfer, rather than consultants. They teach me how the system works and how to use it for ourselves. The system that they provided is part of the subscription cost for the first year.

Because of my own issues, it probably took about three months to do properly. I think you could do it in days or weeks if you push hard enough. But we were all doing it as part of other jobs. It's not a difficult deployment.

We pretty much replicated what we had before in a lot of cases. All the categories and types were very similar to the tool we had before, just to keep the sectors going while we added some extra features and bits. We didn't migrate data from our previous tool and it was one variable, but once we had everything, we were happy, and we tested it to a relevant point. We stopped using one tool and we started using the new one the next day. We had other people involved in the deployment. So we had the head of our service desk, he obviously was quite heavily involved. We had our change team involved, which is all data users involved, the self-service portal testing. But it was only a small team and it was done in chunks. We spent a few hours a week on it, rather than if we sat for a few blocks a day, we would have probably gotten the job done a lot quicker.

No one's doing administration for it full-time. I do bits and pieces of it. One of the sellers stepped in to do bits of it..”

Nick Border

[Read full review](#) 

Project Manager at Ark Data Centres Limited

Customer Service and Support

“I've dealt with technical support in the past and I can say that they are very helpful. We're satisfied with the level of support we've been given over the years..”

Verified user

Director of operations at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“Most of the time I will contact technical support through the tech portal if I have any questions or if I am doing something and I need to get verifications. I chat with them through the online chat portal. They are good. When I contact them through the portal, it's the level 1 support. Sometimes they don't know how to answer the kind of issues I'm asking about, and, in that case, they will escalate via email and come back to us again..”

Verified user

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

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“Their tech guys are excellent. Compared to people that you pay 10 times that amount of money to and certainly we were in the past, their support is superb.

There's lots of community support out there as well, which is nice. It's not just tech support. You can Google stuff and you can see other people have come up with ideas which is nice to see..”

Nick Border

Project Manager at Ark Data Centres Limited

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“The quality of the support depends. I would give the first level of support a three out of five (on a scale from 1–5, with one being the best). The second level of support would get a one out of five. The professional services are amazing. They know the system. They find solutions for whatever you want to implement that are easy and quick.

We are absolutely happy with the second level of support but not so happy with the first level. It depends on the agent that you get..”

Tobias Raab

Group Head of IT at Tour Partner Group

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“The technical support has been very good, effective, and efficient. We have an ongoing sort of annual support and maintenance. One of the things that is not unique to just my agency is that many healthcare agencies are 24/7, and we are also 24/7. E.g., I have staff who are working at our agency 24/7. Therefore, the support is 24/7. When we have issues with SysAid, though not many, they have 24/7 support. Primary support is via online support. If we need to get a hold of somebody, then somebody will pick up the phone and have a conversation with us. .”

Uday Madasu

CIO at Jewish Board of Family and Children's Services

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“I have used the technical support on numerous occasions. They are really good. I am impressed. When I have had a major issue, I have relayed it to them, then it took them about a week to resolve it. However, the problem, which I did wrong on my end, caused a lot of issues, and their response was good. I really appreciated how they dealt with it. They had two teams working on it with two contact people, and I was always kept in the loop. They took a week to bring it back to what I needed it to be. In the interim, they found a solution that allowed me to continue working and still found the correct solution..”

Dave Joseph

Help Desk Administrator at a transportation company with 1,001-5,000 employees

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Other Advice

“There is a way to test SysAid first before adopting it. I suggest trying to use the test site SysAid creates for you, where you can try out all the features on your own. They give you a link to it, and you can test it for a month. In short, I would say test and try it before you buy. Also, SysAid is my fourth ticketing system, and they're pretty solid. Overall, I rate the solution a nine out of ten..”

Todd Blake

Senior IT Specialist at a healthcare company with 11-50 employees

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“We are both partners and end-users.

We're using the cloud version of the product and it automatically pushes the upgrades to us. We don't have to manually upgrade the product.

I'd rate the solution at an eight out of ten. I would recommend it to other organizations. .”

Verified user

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

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“Our customers use the enterprise edition and the standard edition of SysAid. We provide local support, but there are some things we have to escalate to SysAid. When we need support, we use their support portal, which has online chat functionality.

Compared to other ITSM tools, SysAid can be rated high in terms of product functionalities and features. The solution's technical support is also good.

Overall, I rate SysAid an eight out of ten..”

Verified user[Read full review](#) 

Head of ITSM and Application Solutions at a tech services company with 11-50 employees

“One of the things that we do in my department is a lot of training for our end users on different applications: clinical and financial applications. We use SysAid and the incident data within SysAid as a guide to think about how effective our training process is. Because if you do a good job of training, then the number of requests for support should go down. Sometimes, we do training but look for patterns with the incidents, then we figured out what we need to change with our training. Or, sometimes a particular user or group of users look like they're just not getting it, so we determine if we should do reinforced or targeted training just for them. That is over a period of time and it improves the overall user experience.

I would rate this solution as a nine (out of 10)..”

Uday Madasu[Read full review](#) 

CIO at Jewish Board of Family and Children's Services

“We're just a customer and an end user. We don't have a business relationship with the company.

The biggest lesson I've learned is that it's not so much about the tool as it is about change management. You need to ask yourself how you can effectively introduce the tool into a company to get the most out of it.

I'd recommend the solution to other organizations. For smaller companies who are starting with their first ticketing system, it's a suitable entry platform.

Overall, I would rate the solution at a six out of ten..”

Verified user

Director of operations at a computer software company with 1,001-5,000 employees

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“The service desk and automation orchestration have not yet affected our employee onboarding processes. We are expecting it to be more automated. We'll also have workflow around it for approvals and for new starters. We want it to create tickets for laptop builds and stuff like that. That's all planned for the future, but it's not quite there yet.

My advice would be not to wait long to change. SysAid is so much easier than the previous tools we had. I wouldn't hesitate to use it anywhere else in the future. I'm confident in installing a new version of SysAid and getting it up and running in a matter of weeks, without any support from SysAid. It's that simple the second time around.

You've got to have a clear understanding of what you want and that there are limitations. If you set out your requirements with them when you start and you've got a clear understanding of what you're trying to achieve, then they'll help you achieve it. I think that's critical. If you don't know what you want, then they can't

help you. They're not consultants in that way. They know their tool really well, but you need to understand what you're trying to achieve. I would rate SysAid an eight out of ten. Most of the stuff it does is very good. There is some very simple stuff, the constant improvement is really nice. There are still some bits that are either complex or easy to break. If you're not very good at SQL you can write a query and there are ways to fix and bring it back. But you can break the views and reports quite quickly if you don't know what you're doing.

We are overall, very pleased with the product. I'm happy with it. A few people in the organization were a bit hesitant when we made the decision to go to it and they didn't like it, but they are embracing it now, which is good..”

Nick Border

Project Manager at Ark Data Centres Limited

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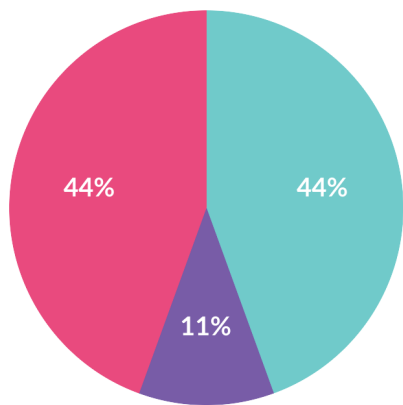
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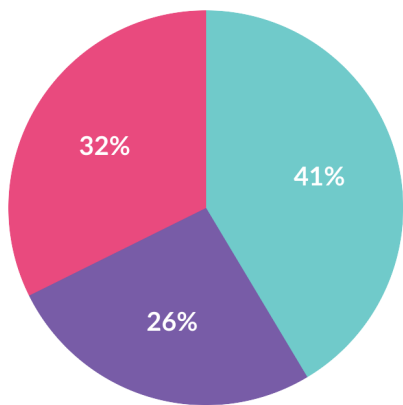


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