aws marketplace

IT Care Center

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

IT Care Center

IT Care Center Recap

IT Care Center enhances IT management through efficient ticket handling, workflow creation, and extensive integrations, enabling customized solutions and promoting self-sufficiency.

Known for its robust features, IT Care Center is ideal for managing IT incidents, requests, and change management. It streamlines workflows for HR processes like onboarding and offboarding, supports project management, and offers dashboards, license management, and monitoring capabilities. With plans for cloud migration, it aims to further enhance deployment flexibility while needing improvements in mobile responsiveness, UI design, SSO integration, and admin resources. Users seek enhanced connectivity with tools such as Teams and Cisco, and the development of a native mobile application for better productivity tracking.

What are the key features of IT Care Center?

- Sub-task Listing: Organized task management.
- Easy Ticket Management: Streamlined ticket handling process.
- Workflow Creation: Customized processes for efficient management.
- Tool Integrations: Compatible with tools like Slack.
- Custom Forms and Fields: Personalized user configurations.
- Reports and Diagnostics: Advanced insight and troubleshooting.
- Automation: Enhanced service speed and accuracy.

What benefits or ROI should users evaluate?

- Improved Efficiency: Saves time with self-service capabilities.
- Reduced Dependencies: Minimizes need for external support.
- Data-Driven Insights: Helps in strategic decisions with robust reporting.
- Increased Flexibility: Customizable configurations without vendor support.

Industries implement IT Care Center to improve internal customer support and manage IT workloads effectively. It's often deployed on-premises with cloud options being explored to meet evolving business needs, making it suitable for companies managing IT processes, asset tracking, and workforce transitions.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "It runs smoothly and all of the components are very easy to work with."

  Yoram Avraham
  Technology and Infrastructure Manager at Colmobil

- "All of my staff is quite familiar with the usage and we customize based on our daily needs and based on different profiles. As a manager, I require diagnostics on a weekly or monthly basis. diagnostics. There needs to be some reporting for management and for my customers' management as well. So we created our own template. All of our different staff were required to do their own tagging or own tracking of cases. We create our own templates. I create my own template for my own weekly and monthly reporting to management. It's quite flexible in the sense that we're able to add our own customized views. We are able to easily export all this information into a proper reporting structure."

  Validated user
  Business Manager at a computer software company with 51-200 employees

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"IT Care Center enables us to configure simple forms and flows. It makes our daily customer-facing work very efficient and easy. For example, if we want to add some new flows or change something, we have the ability to do it by ourselves in our own time and manner. This makes it very efficient."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

"It also enables us to configure simple forms and flows. The fact that the system is very flexible for adding fields and other forms assists our customer service, as well as myself as the CIO, to easily view my SLAs and KPIs."

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

"For a user to open a new ticket, it is very simple. That is an important thing. The system is available for users on the main desktop on their computer, so it is very easy to report tickets. It is very clear. Also, we manage the tickets with rules, according to subject and groups, so they are going to the right person in IT."

Validated user

CIO at Tadiran Holdings Ltd

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"It provides the ability to view all information relevant to a task. When you open a task, you can see all sub-tasks and the relevant information underneath it. You don't have to search for all the tasks and cases that are relevant to the same issue. The sub-task listing is the most valuable feature of this solution for us. We are also able to create workflows for things such as new hires and purchase requests. We are using it for onboarding new hires in multiple departments, and we are able to create workflows with IT Care Center. We have subsidiaries, and for every subsidiary, we have different rules. It allows us to put the name of the new hire and the computer and software needs for that subsidiary. Around 30% or 40% of our processes are self-service now. We have additional work to do, but we're getting there.I like the flexibility that IT Care Center provides for creating the forms. I can put the fields, values, dropdowns, etc. It makes things much easier, which is another advantage of this solution. When a user opens a ticket, there are certain values that he or she must enter in order for us to solve the ticket faster. For example, a user must enter his or her email. So, I can create a form with all the things that he or she must do, such as provide an email, phone number, etc. These are required fields. A user can't create a ticket without providing that information. So, it saves time and makes the work efficient."

Validated user

Manager of Global Service Support at Maytronics Ltd

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"We have a lot of automation running from our HR system to IT Care Center. When a ticket has been raised to us, we can notify hiring managers on the status of every employee. We also get notifications in Slack for every ticket opened."

Validated user

IT Team Lead at a tech company with 501-1,000 employees

What users had to say about valuable features:

"This solution is very simple to implement.

It runs smoothly and all of the components are very easy to work with.

Our users are now able to open tickets by themselves, rather than being restricted to contacting us by phone.."

Yoram Avraham

Technology and Infrastructure Manager at Colmobil

Read full review

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- IT task management
- Users servicing tickets

For a user to open a new ticket, it is very simple. That is an important thing. The system is available for users on the main desktop on their computer, so it is very easy to report tickets. It is very clear. Also, we manage the tickets with rules, according to subject and groups, so they are going to the right person in IT.

It is very flexible. On the side of IT management, we have asked for few changes to adjust based on our needs. The system is valuable because we can ask to make changes or develop something else. The service of IT Care Center is flexible. It helps us achieve what we need.."

Validated user
CIO at Tadiran Holdings Ltd

Read full review

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"The most valuable IT Care Center features are the ones that we requested especially for our environment. We have integrations with Slack. We also have integrations from our computer management systems that run daily and sync with IT Care Center.

I am using the APEX forms and entities. For example, when I want to design a special form for a special entity or department in the company, sometimes I go to the APEX and develop a form, workflows, schedules, emails, etc. I can develop these from scratch. ;When we moved from ServiceNow to IT Care Center, it was very important for us to have a system that we could develop ourselves. Because in ServiceNow, we had to develop everything with an external company, and we don't want dependencies.

We have tickets that are being closed with Canned Response. Once the ticket has been closed, we get an article to act/work on. This has reduced tickets, e.g., once a user receives a Canned Response, then they can save the link to the article, etc.."

Validated user

IT Team Lead at a tech company with 501-1,000 employees

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"The good thing about the system is that it is very flexible. The reports are pretty good. Versus other systems we have used in the past, the reports are flexible, easy to adopt and to change, and we use them a lot.

Everything related to the regular activities of the help desk team is also very helpful.

It also enables us to configure simple forms and flows. The fact that the system is very flexible for adding fields and other forms assists our customer service, as well as myself as the CIO, to easily view my SLAs and KPIs. That is very important because these are some of the most critical things that my performance is measured upon, along with my IT organization. We have automated everything related to workflow—opening a ticket, where it moves to—with the help of IT Care Center. For example, if we have a port that needs to be opened, or there is a request regarding an IP, or we need to invoke some privileges, we have created a mechanism in IT Care Center that deploys these automatically. My SLAs have improved due to that.."

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

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- Using 70% of the tool from the perspective of service delivery and incident requests.
- Using analytics. That gives us a very good picture of the report: the time, delay, and SLA.
- Using the asset management tool inside the system.
- Managing the OCR change requests all in this one tool.

The solution gives internal users answers and solutions for their daily work around the IT workspace, even if it is their computer, laptops, screens, systems, etc. We have found this tool very easy to use and intuitive for us. It is very easy for me, and I am not a programmer or someone who can write code, but it is very easy for me to make most of the changes that I need in the system without approaching the vendor.

The flexibility and customization are very good. It is very easy to change. A lot of the changes that we want to do, we can do ourselves.

IT Care Center enables us to configure simple forms and flows. It makes our daily customer-facing work very efficient and easy. For example, if we want to add some new flows or change something, we have the ability to do it by ourselves in our own time and manner. This makes it very efficient.."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

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"All of my staff is quite familiar with the usage and we customize based on our daily needs and based on different profiles. As a manager, I require diagnostics on a weekly or monthly basis. diagnostics. There needs to be some reporting for management and for my customers' management as well. So we created our own template. All of our different staff were required to do their own tagging or own tracking of cases. We create our own templates. I create my own template for my own weekly and monthly reporting to management. It's quite flexible in the sense that we're able to add our own customized views. We are able to easily export all this information into a proper reporting structure.

ITCC has helped us to simplify our IT service management. It has helped us a lot through all the tools and all these automation tools that we can use actions and generate our own report. I saw that it has definitely helped in reducing our time for consolidating reports, classifying reports, and tracking the problem, tickets, issues, and resolve. That's been very helpful.

Simply using the export function and converting that into my report would save me as good as two hours per week just to prepare reports.

It didn't reduce our tickets because our number of customers has increased. So I don't see any reduction. It's also a good sign because it means that more users are coming in. I don't think currently we can share our ITCC. So we are introducing the same system to our customers.

It has helped us to resolve issues more quickly. With that, we have our own internal framework, what we call a troubleshooting framework. I think that framework and incorporating the capability of logging, ticketing, and all this, may help us to resolve issues faster. On a monthly basis, we are able to close our case within three days. We are able to close 8% of it within three days.."

Validated user

Business Manager at a computer software company with 51-200 employees

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Other Solutions Considered

"We had a SolarWinds solution called Samanage. We consolidated our use of that into IT Care Center. And when we fully enable the Asset Management module, we will be able to move out the Kace system that we are using today to manage the assets in a portion of our company.."

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

Read full review

"I evaluated if I want to continue SysAid. I also checked ServiceNow, but the most important thing was to get the right price with vast functionality, flexibility, and have the confidence needed to develop something more without support from their side. For all those needs, I can say that IT Care Center is okay and gave us what we needed.."

Validated user

CIO at Tadiran Holdings Ltd

Read full review

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"Prior to implementing this solution, we used BMC FootPrints.

FootPrints was a very hard product to use. There were no people who could give me support and I had a lot of problems. Moreover, it cannot support any business processes. These are the reasons that I switched.."

Yoram Avraham
Technology and Infrastructure Manager at Colmobil

Read full review

"When I decided to stop using FootPrints, I also evaluated SysAid. However, I decided to adopt IT Care Center. One of the important factors was cost, and SysAid would have required a very long implementation phase.

Generally speaking, IT Care Center is quick and cheap to implement, it is easier to use and more flexible.."

Yoram Avraham
Technology and Infrastructure Manager at Colmobil

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"SysAid was very good. However, the SLA, monitoring, and colors were much better in IT Care Center. This is from my perspective, as a manager, who wants to see a dashboard and have the ability to do things myself.

ServiceNow was very good, but it has many things that we do not need. So, if we had all the things we needed in IT Care Center in their tool, then why go with another tool which has so much more? IT Care Center was easier to implement and handle compared to ServiceNow.."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

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"We have implemented other ticketing systems into the platform in the last year. We have implemented additional previous legacy systems into the system.

Many years ago, we moved from Clarity. The last one that we implemented was SolarWinds. We then compared everything: scalability, availability, user-friendliness, monitoring, documents, ease of use, and self-service. We have a lot of case studies that we compared one by one. We asked users too. We decided to go with IT Care Center because it was better than the others in most things.."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

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ROI

Real user quotes about their ROI:

"Our return on investment comes from reducing the number of employees, having fewer tickets, and a lesser requirement for buying new hardware.

The time-to-value is very quick, all things considered. You will see a return on investment within two to six months.."

Yoram Avraham
Technology and Infrastructure Manager at Colmobil

Read full review

"We have seen a return on our investment with this solution based on the analytics that we have. We have a lot of dashboards. We managed to improve processes internally. We have a one stop shop for every solution.

We reduced our costs compared to our previous solution, which was really expensive. We managed to reduce costs by half by switching to IT Care Center, not including any professional services.."

Validated user
IT Team Lead at a tech company with 501-1,000 employees

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"The solution's time to value, when you consider the time to implement it, its cost, and the ease of customization is very good. The cost is not too high and it's very easy to deploy. We were getting something solid out of it very fast.

When we consolidated into IT Care Center, it was pretty easy to get value out of it very fast because we had already utilized it. The majority of people in our company were familiar with the system. So our situation was a little bit biased. Our return on investment was very fast, but that's because we had already utilized the system.."

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

Read full review

"If we have to work without this tool, and with tools like Excel, this would reduce our service level.

IT Care Center helps us resolve issues more quickly.

We have created self-service processes using the solution. Before we started to use this tool, human beings resolved 100% of the ticketing. After we started, we were resolving something between 17% to 20% of the created incidents and requests by self-service automation, which has been very good for us. We have saved a lot of time.

IT Care Center has helped us to reduce costs. We used to resolve 100% of tickets by humans. Now, we are resolving 80% to 85% of our ticketing by humans, and 20% (on average) are done by IT Care Center.."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

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Use Case

"We primarily use this solution as a ticketing system for our help desk. When people call us, we are able to open a ticket and start a case. We also use it as a knowledge base and for inventory.."

Yoram Avraham
Technology and Infrastructure Manager at Colmobil

Read full review

"Our primary use case for this solution is an IT ticketing system. We have a lot of entities within the company use this system, such as procurement, HR, legal, etc. IT also uses it for a few other projects like asset management, change management, or any ITSM model/method.."

Validated user
IT Team Lead at a tech company with 501-1,000 employees

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"We use it for IT incidents and requests as well as for workflows for certain cases, such as new hires, employee exit, and things like that. We also use it for opening incidents for infrastructure, such as when the electricity goes off.

It is deployed on-premises. We prefer to have it on-cloud, and that's on the roadmap for the next year.."

Validated user
Manager of Global Service Support at Maytronics Ltd

Read full review

"Mainly, we are using it as a ticketing system for IT users at Tadiran. Another role is for it to manage all IT workloads, tasks, and projects. We are using IT Care Center as a major tool for all our management, which is its second purpose. The more we use it as a dashboard, users are then able to operate from IT Care Center a few functionalities concerning authorization requests to use two or three passwords. This is also in .NET and SAP. For example, if a user forgets something or something bad happens, we can ask for a new password, then reset the passwords from the dashboard in IT Care Center. Furthermore, we are using this for management of all the licenses as part of our IT management.."

Validated user
CIO at Tadiran Holdings Ltd

Read full review

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"We use it for all the regular ticketing activities, where we deal with our internal employees. We use the solution for IT, for facilities, and we use it for a portion of R&D. All of those areas are utilizing the system so that customers can open tickets and then to answer according to the relevant workflow.

Another vector of activity that we are using the system for is everything related to our change advisory board. Everything related to change requests is being done, maintained, and managed through IT Care Center.

The last use case is asset management, which is not fully deployed yet, but that is our aim.."

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

Read full review

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"We set ITCC up in one of our servers and we use that to generate logs, create logs, and create a knowledge base for our support staff. It supports over 30 to 50 customers today.

On a day-to-day basis, we actively use the service delivery. Under the service delivery, where we create cases, we do resolutions and simple workflows for approval. That's our primary use case.

The other use case is for the knowledge base itself. We are trying to look at how based on the cases generated, how we should allow our knowledge pool to somehow benefit from the previous log, previous incidents, and learn from it to provide a better service to our end customer.."

Validated user

Business Manager at a computer software company with 51-200 employees

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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 straightforward. We managed to move from the old system to the new one in two weeks. We exported all the data from the other system and loaded it into the new one. Creating the form, category, and entity were straightforward. ."

Validated user

Read full review

IT Team Lead at a tech company with 501-1,000 employees

"To implement it was not complicated; it was easy. To instruct all the users on using the system was simple and fast. I was satisfied.

The deployment took three to four weeks. We needed time to find all the data fields, make all the rules, and know all the data that we wanted for the system. We put the icon on the desktop, then users could work on the system without any problems. ."

Validated user

Read full review

CIO at Tadiran Holdings Ltd

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"It is very easy to set up. The preparation took approximately a week, and after that, it was between two weeks and one month to implement the software. Most of the time was used in converting the database from the old platform to the new one.

Overall, the implementation of IT Care Center was very quick.

Our deployment strategy was carried out according to the company processes with respect to how users open tickets. ."

Yoram Avraham

Technology and Infrastructure Manager at Colmobil

Read full review

"The initial setup was more straightforward. However, we could not just press a button and have it happen. Though, it was clearly not very complex.

Deploying from the other system to this one took about a week. When we implemented our second system (of this solution) less than a year ago, it took a day to a day and a half.

During the last implementation six months ago, we started with IT. After one week, we implemented together three models/domains: Facility, Lab Ops, and Facility Lab Ops. These were in addition to the current one.."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

Read full review

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“We have set it up for half of our company and it's not very complicated. It's a project like any other project, but it's pretty straightforward. It took us about four months to fully deploy it.

Our implementation strategy involved moving from one system to another. First, we consolidated into the on-prem that we had already. Then we moved three departments: IT, facilities, and R&D into it. The second part of our strategy was to have it in one instance and not several so that it sits in one place. The third aspect was to make sure that when we went live for the users, it would be almost seamless. We needed to make sure that all the metadata was there, the same as it was before. So for the user, it was pretty much straightforward.

It took one and a half members of our team for deployment. In terms of maintenance of the solution it takes about 20 percent of an FTE. Across our organization we have about 4,000 users..”

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

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Customer Service and Support

"When we call the company to ask for changes, such as a new dashboard, they implement it for us. I have not had to call them for technical problems. Rather, I use them when I want to implement a new process or change something.."

Yoram Avraham
Technology and Infrastructure Manager at Colmobil

Read full review

"Local support is very strong. When we need help, they will link us up with the experts in the field and they will help us run through and provide a better understanding in terms of the usage of the platform.."

Validated user
Business Manager at a computer software company with 51-200 employees

Read full review

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"The technical support is excellent. They respond very quickly. The answers are very good for us, very explanatory.

We meet every six months where they teach and train us. As a customer, we can do most things by ourselves. There is no need to approach the vendor for each change.."

Validated user

IT Customer Service Manager at a comms service provider with 201-500 employees

Read full review

"Their support is not good and can be better. There is no global support, so it is only me and the vendor. With our previous system, we had 24/7 global support, and I could pick up the phone and talk to someone anytime. We need much faster support. When I have an issue and raise a ticket, someone should call me back. I have already discussed it with the vendor. ."

Validated user

Manager of Global Service Support at Maytronics Ltd

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"Our experience with their technical support has been pretty good. Whatever we have needed has been solved very quickly.

We have a very good relationship with them so we contact the relevant people there and they provide a resolution. If we need additional features, or there are some fields that we need to populate, or we need additional reports, we get a very good response.."

Validated user

Chief Information Officer at a comms service provider with 1,001-5,000 employees

Read full review

"Every time that I need help, I can call or send a message. Then, in one hour, they send help. Therefore, the service is very good.

We can do customizations. We have the knowledge, but we do not always do them ourselves, because IT Care Center services are excellent. Most of the time, we ask them if we need something done. Though, from time to time, our team makes the changes.."

Validated user

CIO at Tadiran Holdings Ltd

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Other Advice

“The system can be deployed in different ways. You can have it in the cloud, you can have a hybrid, or you can have it on-prem. It's very flexible when it comes to maintaining and managing it.

I would highly recommend using the on-prem system. I'm not familiar with it in the cloud..”

Validated user
Chief Information Officer at a comms service provider with 1,001-5,000 employees

Read full review

“I would recommend using this software for both service ticketing and IT management.

Adjust the system based on organizational need. We can adjust the system based on our needs. Not in all the things, because it is not an open code system, but there are points where we can adjust the system that are good for our needs.

I have future plans to develop the system and use it for other sectors in our business.

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

Validated user
CIO at Tadiran Holdings Ltd

Read full review

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"Our company is rather low-tech and our users are not very technically savvy, so we have not created self-service processes where end-users can resolve their own issues using a knowledge-base or suggested articles.

My advice for anybody who is looking into this product is not to think twice. This is the best platform for dealing with projects, ticketing, knowledge bases, and inventory. I suggest using it for two weeks or a month and you will see for yourself that it is the best platform to use.

I would rate this solution a nine out of ten. ."

Yoram Avraham
Technology and Infrastructure Manager at Colmobil

Read full review

"For basic CRM and ticketing needs, this solution is probably sufficient and good enough for most SMBs or even enterprises.

We are studying how to interface ITCC with the call center because most of our people work from home, this is where the user calls our hotline. We want to automatically integrate with ITCC and generate a ticket or something to let them know that we'll get back to them once our engineers are available. We don't have that today. Most of the time they have to wait for an engineer to create a ticket.

I would rate it an eight out of ten.."

Validated user
Business Manager at a computer software company with 51-200 employees

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“My experience with the solution has been very good. I am a big fan. I have been working with it on a daily basis. I have a lot of employees all around the world. All of them are very good with this. It is very easy for all the IT. I only have good words. My big suggestion, "Go with it. It's an excellent tool."

Everything is very clear from creating a ticket, self-service, changes, monitoring, SLAs, colors, without colors, and automation. We have been working with this solution for a lot of years.

My manager told me, "Compare the needs. Don't care about the money or license. Give me your customer service perspective and what you perceive. We will find the money, if you say, 'One, two or three.'"

I would rate it a nine out of 10..”

Validated user
IT Customer Service Manager at a comms service provider with 201-500 employees

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“For our organization, it is important that all IT Care Center modules are included in a single license. If you are looking for a one stop shop, you don't want to pay every time for a new feature. You want the flexibility. If you are looking at an ITSM system that has a lot of out-of-the-box capabilities, you want everything in one place. If you want to implement a new model, you shouldn't have to pay for it.

How you use IT Care Center will depend on how your organization builds. I saw some really nice projects and implementations on Microsoft environments that an admin developed from scratch, like working with APEX and building out of the portal. This product has a lot of capabilities. If you are using the out-of-the-box solution, then you must suit it to your organization. If you are building from scratch, it can do amazing things.

I don't have any automations in IT Care Center. I have a few daily things running from our directory which sync all users to IT Care Center, but nothing like automated workflows yet.

I would rate this solution as a seven and a half or eight out of 10. .”

Validated user
IT Team Lead at a tech company with 501-1,000 employees

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Company Size

by reviewers

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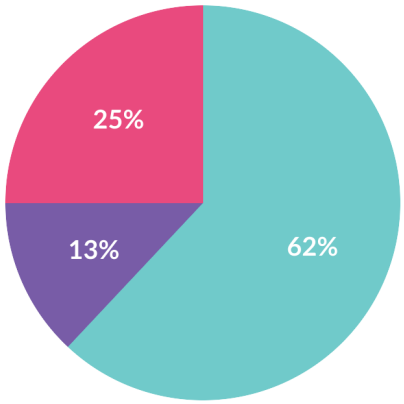

Large Enterprise Midsize Enterprise Small Business

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