

# Agiloft is a full service, out-of-the-box solution designed for fast implementation and customization

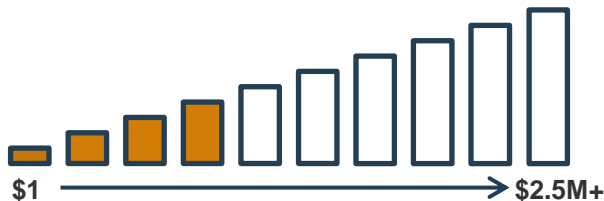


## Champion

Product: Agiloft  
Employees: 80  
Headquarters: Redwood City, CA  
Website: [agiloft.com](http://agiloft.com)  
Founded: 1991  
Presence: Privately held



3 year TCO for this solution falls into pricing tier 4, between \$25,000 and \$50,000.



Pricing provided by vendor

## Overview

- Agiloft is a simple to install SaaS solution that can be highly customized without coding. The multi-tenancy, ease of building sandboxed applications and corporate workspace make Agiloft a good solution for supporting IT as a Service.

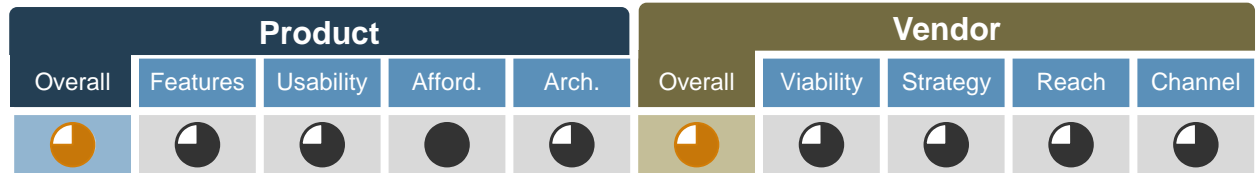
## Strengths

- Agiloft can be deeply configured without custom coding, with audit and regulatory controls built into the workflow, backing their software and services with an unconditional satisfaction warranty.
- User-aware features automate and provide contextual information to everything from access controls to search.
- Agiloft is expanding the out-of-the-box connectors to include external payment processes and document comparison features.

## Challenges

- Agiloft implementations are often very highly customized and so generally need professional services.
- Although workflows do not require custom coding, the workflow build capabilities are complex and designed to support elaborate systems.

# Agiloft offers most ITIL process capabilities for managing all aspects of IT service



### ITIL Capabilities

#### Core Service Management



- ✓ Change Management
- ✓ Problem Management
- ✓ Service Catalog
- ✓ Service Portfolio
- ✓ Service Level Management
- ✗ Service Continuity

#### Business



- ✓ Demand Management
- ✓ Financial Management
- ✓ Supplier Management

#### Asset Controls

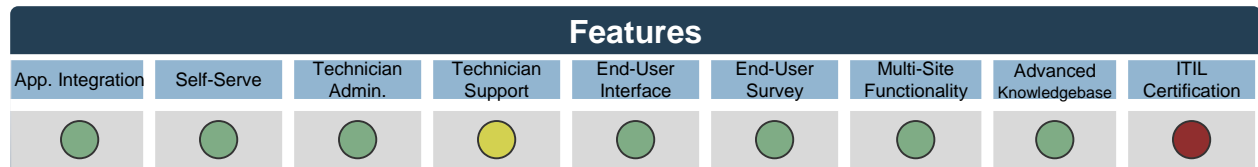


- ✓ Asset Lifecycle
- ✓ Configuration Management
- ✗ Release & Deployment

#### Systems Management



- ✓ Capacity Management
- ✗ Availability Management
- ✓ Event Management



### Info-Tech Recommends:

The granularity of role based security, customization and cloud provisioning makes Agiloft a favorite for Managed Service Providers and highly regulated organizations.