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Vendor Information

TOPdesk began in 1993 as a producer of service management software. Over the last 25 years, TOPdesk emerged as an independent, reliable enterprise that has evolved into a well-known and integral player in the service management field. Today, the company is an international organization with multiple international branches and more than 1000 employees. TOPdesk sells, markets, supports and develops all its own solutions. Here in the US you will have local access to your dedicated Account Manager, Implementation Consultants and Support.

TOPdesk offices



Facts and figures

- Over 6000 implementations
- More than 50 new implementations each month
- Clients in more than 40 countries
- Software available in English, Dutch, French, German, Hungarian, Italian, Portuguese, Spanish, Finnish
- Everything managed in-house: from product development to sales to implementation and support
- Global presence
- Established in 1993
- Growth rate of more than 20% per year, over the last ten years
- More than 1000 employees worldwide
- Privately owned and operated

Return on Investment

Implementing TOPdesk as a service management solution in your organization will reduce your operating costs. Assets will be utilized more efficiently, malfunctions will be prevented, new employees will be trained faster, and downtime and performance will be quantifiable. TOPdesk increases the efficiency of your service desk. The initial investment in TOPdesk will be quickly offset by the subsequent benefits to your service desk, ensuring a high Return on Investment (ROI) and an attractive Total Cost of Ownership (TCO).

Overall Solution

TOPdesk Software

TOPdesk solely focusses on Service Management. We develop, support, sell and implement TOPdesk, without resellers. Therefore 100% of our focus is dedicated to our product and customers.

All software packages are completely web-based and can be purchased as Software as a Service (SaaS). TOPdesk can accommodate all kinds of service organizations including:

- IT support
- Facilities departments
- Call centers/consumer help desks
- Shared Service Centers
- Town hall services/resident support
- Human resources

TOPdesk is a full enterprise service management software allowing you to use TOPdesk to support your entire organization no matter the department. Below you can find a full list of modules offered by TOPdesk.

- Incident Management
- Asset Management
- Self-Service Portal
- Chat
- Problem Management
- Change Management
- Project Management
- Contract & SLA Management
- Webshop
- Reservations Management
- Property Management

- Operations Management
- Long Term Maintenance Planning
- Survey Management
- Visitors Management

TOPdesk Consultancy Services

TOPdesk software helps you achieve great service delivery. And our consultants can make it even better. TOPdesk consultants help you tailor the solution to your needs, leading to the highest ROI and happiest customers. Our in-house consultants are experts in their field, with experience at a wide range of organizations: from start-ups to multinationals, and public sector to commercial companies.





Working with our team:

Working with TOPdesk means you'll always work with a TOPdesk employee. TOPdesk sells, develops, supports and implements TOPdesk with over 1000 employees globally. Our consultants work with you and your team to design and configure the processes and implement those in TOPdesk. TOPdesk believes that knowledge transfer is an important aspect of the implementation, which means we implement TOPdesk together with your team. This way by the end of the implementation you are self-sufficient in using TOPdesk so that if you need to make any changes/adjustments/modifications you are able to do so independently. With TOPdesk our typical implementation time from start until your go live is 2-4 months.

Support Services:

The support, maintenance and development TOPdesk are included in this package. The support services include:

- Telephone support during working days
- Guaranteed maintenance and development
- Access to digital manuals and online help & support, <https://help.topdesk.com>
- 24/7 access to TOPdesk extranet
- Access to TIP (TOPdesk Innovation Platform) to submit product feature suggestion

Our Software as a Service information is available on:

<https://page.topdesk.com/saas-information>

Executive Summary



TOPdesk is a company that got its start in the Netherlands. We are an independent, international provider of service management solutions. We are a proud, innovative organization with commitment, trust and respect for each other and our clients. Our mission is to help our clients satisfy their clients.

Origin

TOPdesk began in 1993 as a producer of service management software. Over the last 26 years, TOPdesk emerged as an independent, reliable enterprise that has evolved into a well-known and integral player in the service management field. Today, the company is an international organization with multiple international branches and more than 1000 employees.

Every last detail

Whether it concerns product development, sales, implementation or support, all aspects of our organization are in our own hands. Consequently, we take responsibility for every last detail. Local support for our clients is something we take seriously - in regards to both product development

and consultancy. That is why we are currently pursuing additional branches worldwide.

Entirely self-sufficient

TOPdesk is an independent and privately-owned company that remains completely debt-free. We strive to secure our continuity with healthy, manageable growth. Our expansion is funded by our own means and assets. This self-sufficiency is evident in other respects as well. For example, our product development is not dependent on third parties and our developers use Java, the platform independent programming language. Our products are also database independent.

Committed to our clients

Our work is based on commitment, trust and respect. We are a positive, learning organization that helps other organizations to efficiently and effectively streamline their service processes. Our fundamental motivation is to help clients and we consistently exceed their expectations.

Standardized software is the future

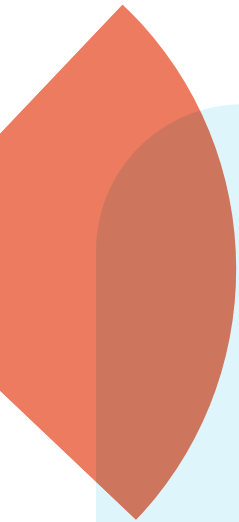
TOPdesk believes that standardized software is an essential component in establishing sound service management. Process standardization produces user-friendly solutions and procedures in which the people remain central.

Vision

TOPdesk believes in the standardization of knowledge and information intensive processes, supported by user-friendly software in which the people are the key elements.

Standardization for success

While every service organization is unique, their fundamental processes often share common ground – all service organizations deal with knowledge and information intensive processes. TOPdesk software standardizes these processes in various versions and modules, which can be applied in various situations and organization sizes. Quality software does not need to be expensive; ours is affordable and can be used in a wide spectrum of organizations, regardless of size or purpose.





processing of calls and requests from clients, employees and members. TOPdesk is designed so that users can begin working with the application immediately.

Process-based working

Process-based working saves both time and money. That is why TOPdesk employs proven best practices such as ITIL, XML, ASL, BiSL and MOF. Among other benefits, these methods help organizations to comply with ISO and SOX standards. TOPdesk software is modularly structured and offers countless possibilities to suit the unique needs of any service organization. Organizations need only purchase the processes and functionalities that they need and use, thereby eliminating superfluous elements and costs.

People at the heart

We believe in sustainable solutions. That is why we offer a wide variety of consultancy services, from implementations and trainings to projects for extensive changes. In every process, your colleagues remain central. We focus our attention on the technical, methodological and human elements of an organization.

Person, process, tool

To really improve your service levels, you need more than just the TOPdesk software. The quality of your service is dependent on three elements: the process, people and the supporting application. During a Consultancy process, we focus on all three elements. Only once these factors are in harmony with each other will your service levels really improve. When this happens, both your customer and colleague satisfaction will increase.

User-friendly

We have devoted a lot of time and effort into designing the user interface of our software. It is advanced, intuitive and the various processes are seamlessly integrated together. The application is complete – all the processes are available separately and software from third parties is not needed. Integration with external applications, such as staff databases, can be achieved quickly and smoothly. Our yearly placement in the Top Tools survey proves that TOPdesk is the most user-friendly service management application on the market.

Focus on the people

In order for a professional service organization to be successful, TOPdesk firmly believes the people must be the focus. Our solutions are holistic – they are based on the process, the person and the product. Practical processes and a user-friendly application satisfy the users, because, in the end, the users must satisfy your clients.

Service Management

TOPdesk provides user-friendly products and goal-oriented services in which complex service processes are returned to their fundamental state. By doing so, service organizations are better prepared to focus on their core business and supporting role.

Every service desk deserves a TOPdesk

All service organizations can benefit from using TOPdesk. It is a generic, standard application that can be employed in a variety of settings including IT support, facilities management, Shared Service Centers, client support and call centers. The common factor in all these supporting organizations is the



Pragmatic

The pragmatic, goal-oriented and no-nonsense mentality at TOPdesk is what makes our Consultancy unique. Our mantra is 'Think big, begin small'. Big changes only happen by setting small and manageable steps. Our consultants actively involve your colleagues in the consultancy process, which provides the basis for change. We can guarantee that your organization has the power to change. And after the project, you can build further upon what has already been achieved.

Best practices

Over the years, TOPdesk Consultancy has developed best practices for the implementation of processes and of TOPdesk. In doing this we strive for simplicity. We help organizations to find a balance between standardization and flexibility. We want to ensure that our customers can work successfully and methodologically with TOPdesk.

Total solution

Improving service levels and changing working methods is an ongoing process. Wherever you are in this process, TOPdesk Consultancy can help you achieve and secure your objectives. As a result, we see our Industry Best Practice based codeless solution the ideal partner to enable Tredegar to improve customer service, IT service delivery quality and timeliness and provide metrics and KPI's to prove it. Along with an improved tracking of assets and any impact they have through Incidents or changes.

Scalability

TOPdesk has been designed with scalability in mind. This goes for scalability of processes as well as number of operators and locations. TOPdesk as a Service (SaaS) has no performance limitations. The TOPdesk architecture is designed to decrease data exchange and enhance performance. The SaaS servers are state of the art. TOPdesk can raise the server memory for customers with increasing numbers of operators.

How we SaaS

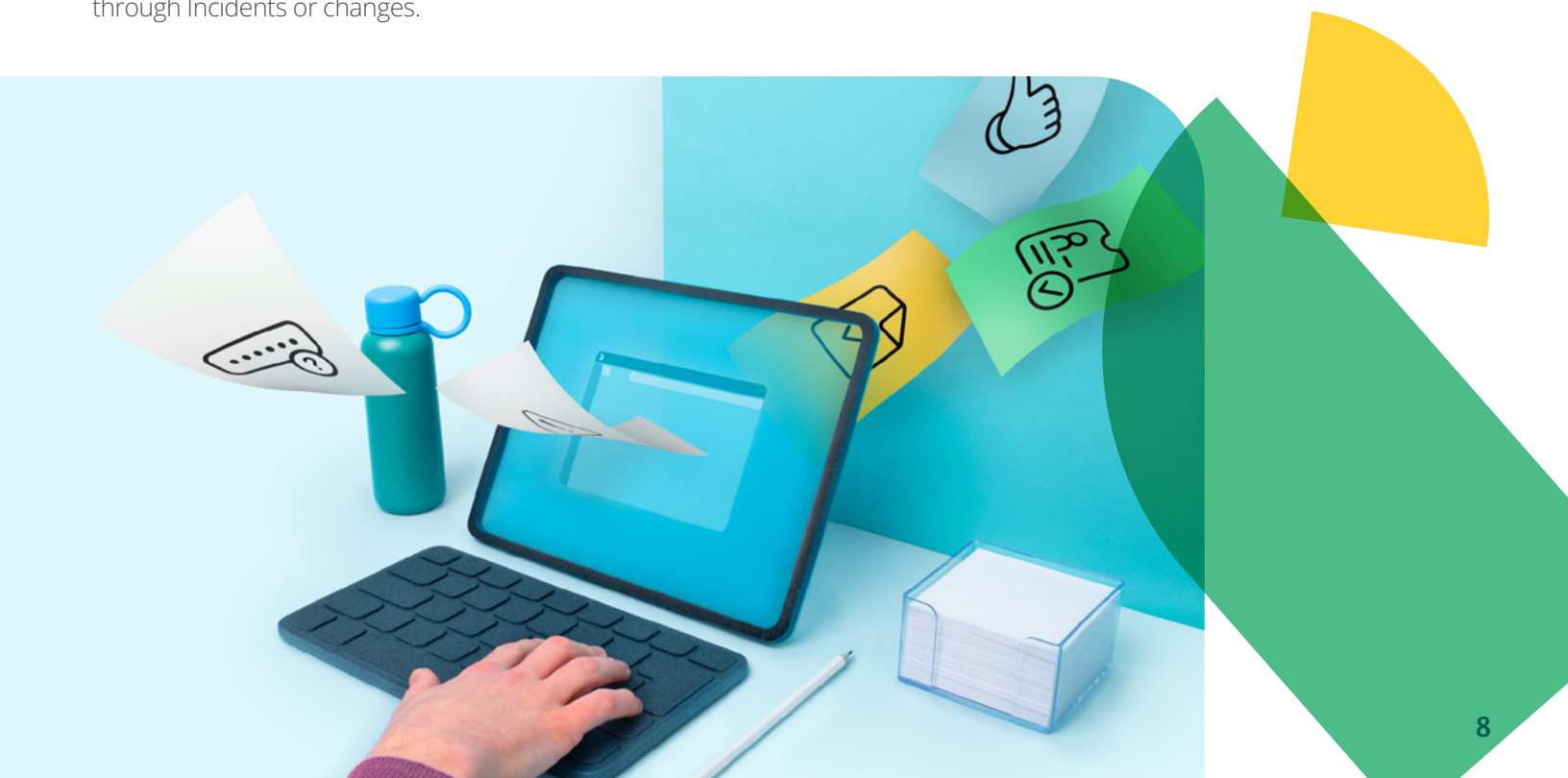
For more information about how we SaaS please visit <https://page.topdesk.com/saas-information>

Integrations

TOPdesk software conforms to industry standards and can be easily integrated with other applications. It fits perfectly in existing infrastructure, making data exchange straightforward and transparent.

TOPdesk includes the TOPdesk API: an interface that opens TOPdesk up to other tools – without the need for complex bespoke work. For more information about TOPdesk's API please visit <https://developers.topdesk.com/>

In addition, we offer a variety of preset integrations on our marketplace, please visit <https://marketplace.topdesk.com/> to view the complete list.



TOPdesk reviews

Please view the peer reviews of TOPdesk on Gartner, and the Trust Radius customer reviews the and the Forrester study below.

<https://www.gartner.com/reviews/market/itssm-tools/vendor/topdesk/product/topdesk>

<https://www.trustradius.com/search?q=topdesk>



The people, the support, the knowledge, the friendliness is fantastic.

TOPdesk is extremely flexible and easy to integrate with other systems.

Great onboarding and a perfect launch in an already busy IT department.



5.0 ★★★★★

Review Source: ⓘ

Excellent IT Service software

Reviewed on Feb 29, 2024

Reviewer Function: IT Services Company Size: <50M USD Industry: Healthcare and Biotech Industry

TOPdesk is a great company in which both support and consultancy go through a lot of effort to ensure all customer wishes are executed as good as possible. The initial setup was really smooth with the help of a consultant and support is great after the launch.

[Read Full Review](#)

5.0 ★★★★★

Review Source: ⓘ

Very nice and user friendly system, would recommend it to every company.

Reviewed on Feb 29, 2024

Reviewer Function: IT Company Size: Gov't/PS/ED 5,000 - 50,000 Employees Industry: Government Industry

It was a great experience, the workers were very friendly and we've learned a lot from Topdesk. Especially about the integration from Microsoft Teams to Topdesk itself.

[Read Full Review](#)

5.0 ★★★★★

Review Source: ⓘ

Value for money, fast to implement and easy to use

Reviewed on Mar 5, 2024

Reviewer Function: IT Company Size: 250M - 500M USD Industry: Transportation Industry

Easy out of the box functionality. Sufficient flexibility for tailoring to a specific situation, but with only limited configuration you get a well functioning system.

[Read Full Review](#)

5.0 ★★★★★

Review Source: ⓘ

Great product, real improvement for our company!

Reviewed on Mar 5, 2024

Reviewer Function: IT Services Company Size: 250M - 500M USD Industry: Retail Industry

We have an outstanding experience with the implementation, service and contact with TOPdesk. Quick and correct answers that are truly helpful. Would absolutely recommend this company!

[Read Full Review](#)

The Total Economic Impact™ of TOPdesk Enterprise

TOPdesk commissioned Forrester Consulting to conduct a Total Economic Impact[®] (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying TOPdesk Enterprise. The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of TOPdesk on their organization.

TOPdesk Enterprise helps to save costs and improve operator productivity

The costs and benefits for a composite organization of 10,000 employees, based on customer interviews, are:

- Investment costs: \$139,150.
- Annual costs: \$78,650.
- Total cost savings and benefits: \$1,114,120.

ROI:

233%

NPV:

\$779,379

Payback:

6-7 months

Process efficiencies:
25% to 35%

Financial summary showing three-year risk-adjusted results.

Customer advantages

Based on interviews with TOPdesk customers, Forrester created a composite organization. By implementing TOPdesk, the composite organization hoped to improve processes and reporting and create consistency in measuring performance. In addition they also wished to set up a self-service portal.

Some significant advantages of TOPdesk were that:

- Process improvements and streamlined workflows improved service quality and speed.
- Proper metrics and reporting improved prioritization and time-to-resolution.
- Self-service helped alleviate the workload on the service desk while improving quality of service.
- Provisioning new workers and updating existing employee credentials reduced manual processing time.



WE WERE VERY IMPRESSED WITH THE PEOPLE AT TOPDESK, AS THEY LISTENED TO OUR NEEDS AND SUPPORTED US EVERY STEP OF THE WAY.



IT service desk manager,
UK-based university

Benefits

The composite organization experienced the following risk-adjusted benefits:

up to
35%

Improved service desk process efficiencies

up to
50%

Reduced call volume through better self-service and automation

20%

Improvement in service desk management efficiencies

Savings & Efficiency

Service Desk Process Efficiency Gains

Service desk operators could solve problems more quickly with TOPdesk, making them up to

35% more efficient

Improved practices around incident management and problem management were a key benefit from TOPdesk Enterprise, helping the composite organization raise the ITIL-compliant level to 3.

Self-Service Savings

End users could troubleshoot their own issues via the self-service portal

30% faster

Once implemented, TOPdesk Enterprise became accessible to all 5,000 end users within the composite organization through a self-service portal.

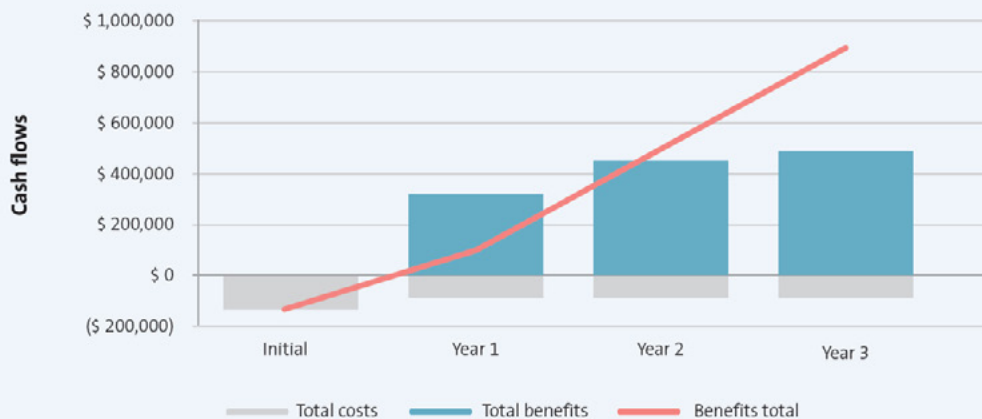
Service Desk Management Efficiency Gains

Since implementing TOPdesk, the composite organization's desk managers experienced

20% efficiency gains

Managers became more efficient in their work and improved the overall quality of the service their teams provided to end users.

Financial Summary



Forrester

Forrester has constructed a TEI framework for organizations considering TOPdesk Enterprise. Four fundamental elements of TEI were employed in this modeling of TOPdesk Enterprise: benefits, costs, flexibility and risks. The TEI approach is outlined below.



Customer cases

TOPdesk has done more than over 6000 implementations worldwide. See the picture below of some of our existing customers as well. Currently, TOPdesk has over 6000 customers worldwide.

[Discover how different services teams have achieved success with TOPdesk](#)



KLM UK Engineering: Delivering success through a phased implementation

For some organizations, in order to have all departments on board from the get-go, implementing a new service management system with a big bang seems like a good idea. KLM UK Engineering Limited decided to take a different approach: they conducted a phased implementation, learning about the system and improving upon their findings throughout the journey.

We spoke to Mark Walker, IT Manager, and Dan Nelmes, IT Support Technician about the benefits of taking a phased approach to their TOPdesk implementation and how this will drive success going forward.

Centralizing services

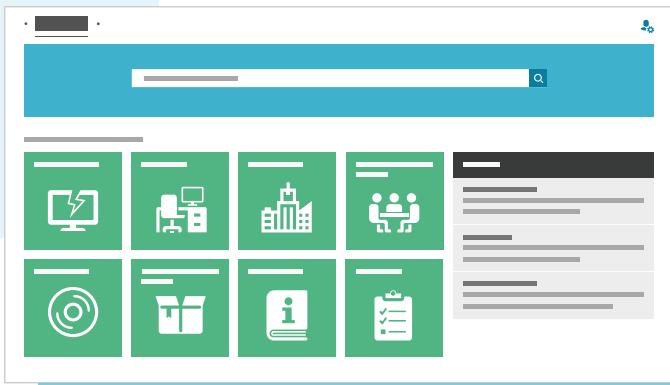
As a small IT team with time restraints, TOPdesk had to be rolled out in a manageable and efficient manner. "Being a small team of six, project resource only allowed one or two departments to migrate at a time, which also fits well with TOPdesk best practices. We began with IT and the engineering team as a priority, and now we have also

onboarded the learning technology team, the maintenance department, and the compliance & technical data team," Dan describes.

Teamwork is a core value at KLM UK Engineering, and now that TOPdesk is in place for numerous teams, cross-departmental working has improved significantly. "Centralizing our services in a one-stop-shop has broken down silos between departments. Managing most queries through one system has made life easier, not only for our end users but also our operators," Mark points out. "We can assign and escalate tickets to the correct teams, ensuring that users know who is dealing with their incident and when it will be resolved."

Building knowledge and efficiency

Acknowledging that implementing a new tool came with a steep learning curve, Mark explains that the phased approach allowed for better comprehension of TOPdesk: "Onboarding two departments to start with created a good baseline for us to build our knowledge. It gave us time to understand the product."



With 83% of tickets currently being logged via the [self-service portal](#), Dan states that they have seen an increase in efficiency internally: “We took the opportunity to turn off incoming emails into TOPdesk to encourage users to take advantage of the self-service portal. It allows us to manage tickets more effectively and enables us to report more easily.”

Creating an appetite for TOPdesk

Collecting and analysing data from reports is now a key driver for increasing TOPdesk usage at KLM UK Engineering. “In the beginning, people weren’t so worried about statistics, and we were just happy to have a tool in place,” Mark describes. “Now that TOPdesk is more integrated within the organization, managers are more interested in understanding the data in order to fine-tune our processes.”

Now that there is an abundance of data in the system, the next steps will be to share that with the wider business and continue onboarding further departments. “We will create dashboards, so both managers and the relevant teams can see results in real-time, such as the number of resolved tickets and resolution times,” says Dan. “We are also currently building forms and services for our Tooling, Health & Safety, and Base Maintenance teams, as well as hopefully beginning the rollout for Human Resources.”

KLM: How the airline’s catering service has improved communication across their IT, Facilities and technical service departments

KLM Catering Services (KCS) is responsible for providing the meals, snacks, drinks and newspapers for about 280 flights with a total of 55,000 passengers – every single day. Each plane has its own cargo, and a range of passenger diets, which makes getting all the meals out on time quite a

complex operation. They use TOPdesk to streamline their services.

The Facilities, IT, Quality Control, and Technical Services departments at KLM Catering Services all use TOPdesk, and together they support 1,350 employees. “The communication between all 1,350 employees was a difficult logistical puzzle to solve,” says Willem van Sutphen, front office coordinator. “Eight employees have to process all the calls coming from each department, so they really have their work cut out for them.”

Automating complex processes

“Prior to implementing TOPdesk, we worked with an application that we had made ourselves,” explains van Sutphen. “Although we were consistent when registering calls, the system was still a little noncommittal. We would receive calls concerning wrong meals being ordered, a broken roll-down shutter or clothing that was the wrong size – everything was logged, but not directly. We were receiving complaints about the lack of communication surrounding the ongoing processing and outcome of the calls. Callers also didn’t know how we were handling their call. Our need for more structure led us to immerse ourselves in ITIL.”

Van Sutphen then began looking around for an application that would meet their requirements. “It couldn’t be too expensive. We compared TOPdesk with other suppliers, which we found too cumbersome and too costly. After attending an excellent demonstration afternoon, we decided that TOPdesk was the most suitable application.”



From complaints to enthusiasm

Initially TOPdesk was only used by the IT department. Since 2005, employees have been able to log their calls via the online information portal, the Self-Service Portal. Now 90 percent of callers are using it. "Callers can always see who is handling their complaint or request, no matter the origin of the call. TOPdesk enables callers to see that their complaint is being processed, as well as the action that will be carried out and when their call is closed. This is the biggest benefit for us – instead of receiving complaints we now receive enthusiastic responses about our communication."

Perfect solution for facilities

In 2006, Van Sutphen heard that the Facilities department was looking for an application to replace the scraps of papers they were using. "Because the IT department was already pleased with TOPdesk, the Facilities department also implemented the system." The solution is ideal for the varied tasks performed at KCS, as Van Sutphen explains. "Every day, trolleys stacked with food and beverages are boarded onto the planes. And when a stewardess finds out that she has almost run out of refreshments, she passes this information on to us. We even use TOPdesk to register the distribution of our work clothes. We have various types of uniform, so it's important that everybody receives the right ones. Now we have fully automated this process in TOPdesk."

Spotting problems with reports

Reports also help to bring about improvement. "We are now able to gain insight into problem areas and frequently made mistakes. Because we deal with a very diverse range of calls and a complex production chain at KLM, staying on top of things is crucial. We can't afford to let our performance slip, especially now we can implement crucial changes effortlessly."

