



About TOPdesk – Prepared for The Five College of Ohio

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2. 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 740 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 740 employees worldwide
- Privately owned and operated

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.

TOPdesk is available in various versions to meet the needs of any size organization:

- TOPdesk Enterprise
- TOPdesk Professional

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

Return on investment

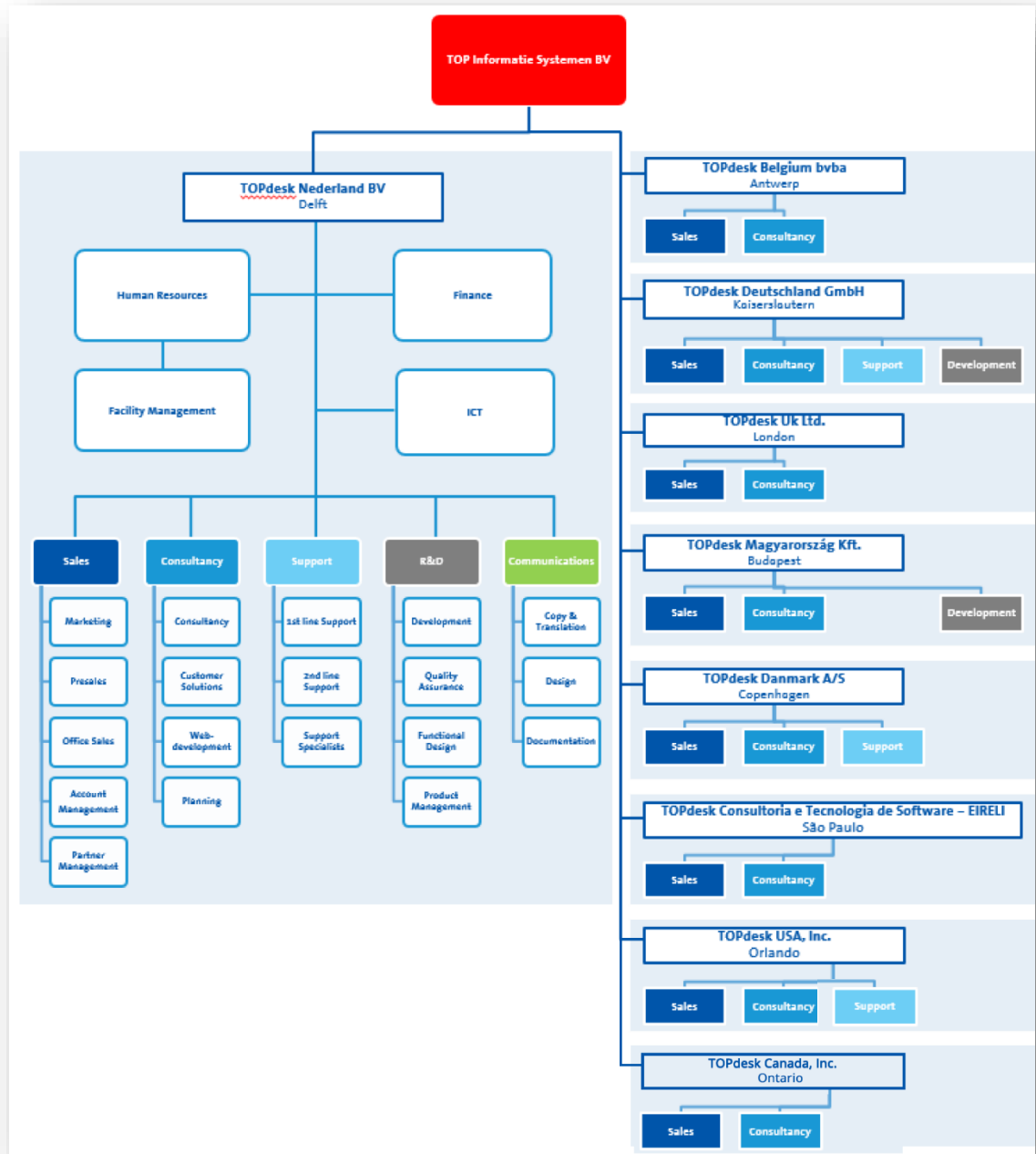
Implementing TOPdesk as a service management solution in your organization will reduce your operating costs. Assets will be utilized more efficiently, malfunctions will be prevented, new employees will be trained faster, and downtime and performance will be quantifiable. TOPdesk increases the efficiency 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).

Satisfied customers

Research has indicated that our clients consistently rate our products and services highly. A sample of our services includes:

- Extensive consultancy services
- Training programs
- Guaranteed development and maintenance
- Help desk support
- Self Service Desk (Extranet)
- TOPdesk Community
- TOPdesk Magazine
- TOPdesk Symposium
- TOPdesk on Tour

See below the organizational chart of TOPdesk as an executive overview. As shown in the chart, your organization will be supported by TOPdesk USA. If needed we can rely on specialists from other TOPdesk branches like TOPdesk Canada, UK or The Netherlands.



3. 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 700 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.

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 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.

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.

4. 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/itsm-tools/vendor/topdesk/product/topdesk>

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

All Markets > IT Service Management Tools

TOPdesk

4.7  202 Ratings ▾

TOPdesk



Jul 4, 2018

Reviewer Role

Applications

Company Size

<50M USD

[Review source](#) ⓘ

Implementation was easy from start to finish

– *IT-Services in the Construction Industry*

From preparation to implementation, everything went smoothly. With the help of workshops conducted by TOPdesk, the SelfServicePortal could be perfectly adapted to our needs. Our users are enthusiastic. Consulting has always been trusting and constructive. Overall a very satisfying service and support.

[READ FULL REVIEW](#)

TOPdesk



Jul 10, 2018

Reviewer Role
Applications

Company Size
50M - 250M USD

[Review source](#) ⓘ

Conversion was easy

– *Systeem- / Applicatiebeheerder in the Education Industry*

When I've got a problem I get a very quick reponse. Mail and phone it doesn't matter they will always help you. You wil always get an email with the solution of the problem

[READ FULL REVIEW](#)

TOPdesk



Jun 19, 2018

Reviewer Role
Consultant

Company Size
Gov't/PS/ED <5,000 Employees

[Review source](#) ⓘ

Excellent support application for a wide range of services

– *Functioneel Beheerder in the Services Industry*

We can use this for our entire ITSM. TOPdesk also supports our examination boards services, financial services, HR services. The entire proces from knowledge sharing and submitting a request. We have also build our Selfserviceportal with TOPdesk and get really good results and feedback from our employees and students

[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.

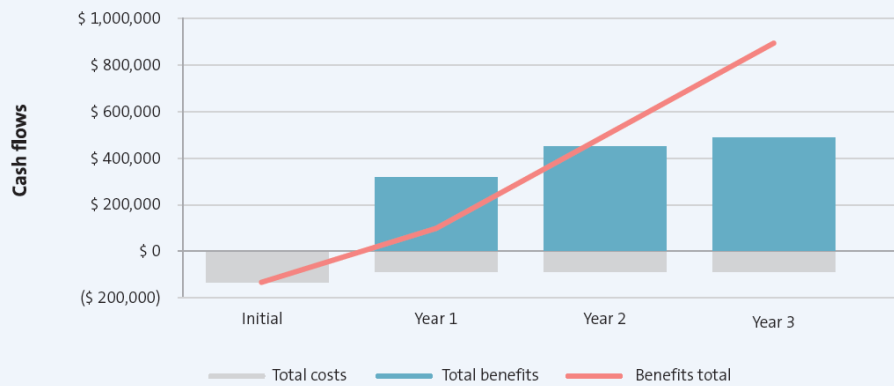
Service Desk Management Efficiency Gains

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.



5. Customer cases

Below we describe 2 customer cases of The London School of Hygiene and Tropical Medicine and Rhodes College. 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 4000 customers worldwide.



The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health with 1900 members of staff. With team members doing valuable work all over the world, their Self-Service Portal needs to be available 24/7: service desk employees can't look over your shoulder when you're submitting a request from the other side of the world.

The school needed a comprehensive Service Management tool to support their teams – their existing self-service portal use was extremely low, and there was no sharing of processes or workflows between departments, often leading to job duplication or confused end users. Consequently, they implemented TOPdesk SaaS in 2016. We had a chat about the implementation with Service Desk Caroline Fernyhough, Knowledge and Information Manager Daniela Graf and Chief Information Officer Jon Faulkner.

From spreadsheets and sticky notes to self-service

Unfortunately, when the IT department first started using a self-service portal in 2015, customers only used it for around 4% of calls. And a lot of departments still used spreadsheets and sticky notes instead of going digital. "It's part of the legacy culture," says Caroline, "and we needed a better tool to get the service desk out to the rest of the organization." "TOPdesk's Self-service portal is really impressive. It provides everything we want and it's more economical than other tools. And the company is very friendly and engaging, always looking for the best way to reach our goals."

A future-focused implementation

LSHTM worked with TOPdesk consultancy for the implementation process. "We want other departments to join us in the future, so we're taking their requirements into account," says Jon, "we even talked to people who don't think they'll get on board any time soon." "We also worked with the consultant to improve our processes and service catalogue," Caroline adds. "Our previous catalogue was very technical. Working with TOPdesk, we designed one using end user focus groups, and as a result is much more customer-focused."

Let's look at the numbers

Daniela and Caroline are both passionate about the tool, not least due to its immediate success: "I set an initial target of going from 4% to 30% usage for the portal, but by the end of the first week, it was 40%," says Caroline, "I was ecstatic! And after six months, it was 62%. Every month I look at the statistics and I'm amazed." A year on, and the figure's reached 75%. "It's such a clean and beautiful interface that people were attracted by it and could easily find what they wanted. Working with our end users at each stage of development meant that it suited our culture perfectly." Her enthusiasm is shared by other operators. "It has really saved them a lot of time. They can get a response to the customers sooner and make the customers happier. Even the simple things, such as the forms within TOPdesk, speed up our helpdesk operations: items are immediately assigned to the relevant operator – all of which leads to a swifter resolution time for the end-user. We also recently added equipment loans: booking equipment went from being a lengthy, manual process to an easy self-service. Customers can see the conference phones available, make their own booking, and that's everything done!" Speed of service has improved, and customer satisfaction is going up too. "When we close a call, we send an email asking, 'please rate your call.' We're now averaging 4.7 stars out of 5."

Getting other departments on board

The self-service portal now processes 75% of calls for the departments that have adopted it. So far IT, Estates and Facilities, Payroll, Catering, Registry and Communications teams are on board, with the Library due to go-live during March 2018. The next step is to get even more departments to join in.

“Estates and Facilities were early adopters,” says Daniela. “They used to do a lot of copying and pasting from emails. But with TOPdesk, the manager has freed up 50% of her time enabling her to focus on preventative maintenance management. And the teams get monthly reports about call volumes. That takes a lot of guesswork out of the equation.” Departments that use the reporting dashboard get more insight into how they spend their time and which tasks take a lot of effort. The reports enable managers to take a more targeted approach to allocating resources. According to Daniela, the success stories haven’t gone unnoticed: “Other departments are starting to see the benefits. Human Resources, Research Operations and Finance have already expressed their interest.” For Jon, it’s simply about future mindedness. “We’re moving our departments forward, as well as the wider organisation. The way our customers interact with the service desk is a key part of the school’s digital journey.”

Rhodes College

Looking for ways to serve customers better:

Rhodes College currently has more than 2,800 end users and 150 active operators using its service management solution, said Stacy Pennington, the director of infrastructure and enterprise applications at Rhodes College in Memphis, Tenn. The service desk is designed to help students and staff, to provide the knowledge to do things like configure the Wi-Fi and a place to request the replacement of light bulbs in a single place.

Prior to implementing TOPdesk's service management solution, the Rhodes College IT department utilized an on-premises infoservices helpdesk until late 2015. "The system was working well, but we wanted to move to a better, hosted self-service portal and service catalog. We primarily used the old system for keeping track of tickets that we got through email. Although the system was not near the end of its life, we realized we needed to start looking for better ways to serve our customers," Pennington said.

Rhodes College's service desk operators are comprised of both employees and students, with many of the work-study students working between just five and ten hours per week. During its discovery phase, Rhodes College IT leaders discovered that other service management vendors were not able to match TOPdesk's flexibility in regard to pricing and the license agreement. Other vendors usually required one license per operator no matter how much or how often a user logged into the system. Since as many as 25 percent of all service desk operators are student workers during the course of a school year, from a pricing perspective this would have been extremely expensive for the college to purchase individual user licenses for all operators, including the students – who only occasionally log in and work. Because of this, the school's IT leaders quickly realized that the licensing agreement of its service management technology partner was its top priority as it sought a new helpdesk technology partner.

"TOPdesk was originally our fourth choice," said Darlene Brooks, who is a part of the IT team tasked with finding a new solution. "However, as we realized that licensing was one of the most important aspects for us, we started looking more at TOPdesk. You don't pay per operator at TOPdesk, only for the module itself, so it was perfect for us."

Centralizing service management across the college

Rhodes College began its partnership with TOPdesk in January 2016 and went live in May, just five months later. Currently, multiple departments within the school are using TOPdesk, including the library, front desk, IT, campus safety, student services, financial aid, Rhodes Express (the student service hub) and others. Even more departments are expected to begin using TOPdesk in the near future as the college continues to realize and experience the benefits of the integrated service management technology.

"We're still in the middle of the shift, and we know that others on the campus want to use it eventually. Some departments just haven't gotten there yet. The move forward is continuously progressing," said Pennington.

Tierney Jackson, another member of the Rhodes College IT team, added, "Our goal is to centralize TOPdesk as a source of help on campus. Our users want aggregate help with and information about the services Rhodes offers, and it's just a matter of us making the answers easy for them to find. This can lower the workload for our lean staff, allowing us to work more efficiently. TOPdesk was always intended to be a resource for the entire Rhodes

community — faculty, staff and students alike. That was the intent from the beginning. Anyone can contact us, even a parent, and we'll help them."

TOPdesk is more than flexible:

It's not just TOPdesk's flexible licensing agreements that Rhodes College likes about the system; users love the ability to manage operators and provide service to customers in numerous ways all in one place. "There are no redundancies, and it's never out of date," Pennington said.

There is much more efficiency now, too. "The lack of needing to keep up with backups and updates of the system allows us to work more efficiently. Since we are serving customers across multiple departments in one place, all the work is aggregated and less support on our part is needed."

"One thing that I love on the administrative side is that the system vernacular is customizable without any coding. We can use our own terminology in TOPdesk for things instead of having to get used to how TOPdesk labels things," Jackson said.

Flawless implementation

Rhodes College's implementation of the TOPdesk was flawless, owing much of that exemplary support from TOPdesk's implementation manager, which Brooks said was the best she's ever worked with. "The implementation manager listened to everything we said, and he didn't talk over us. There was a lot of information out there that we needed to process and go through to understand, and it was a bit overwhelming, but he made it seamless for us."

Improving the user experience

The future focus of Rhodes College's service management effort includes building out the school's self-service portal and continuing to change the ways users interact with the service desk — to empower them to solve their own problems and issues as they are able.

"A lot of people need help with finding information, so giving them access to the information they want and providing them a way to access it themselves results in fewer tickets that we have to manage," Pennington said. "Taking that general help and making it more specific helps facilitate success and enhance the user experience."

TOPdesk: Pleasant surprises

"TOPdesk continues to pleasantly surprise us; we really try to use it as much as we can," Brooks said emphatically.

For Brooks, the real surprise that TOPdesk offers is how the system can "solve any problem we throw at it, and sometimes there are problems that I didn't even realize would be problems, and the solution is already in TOPdesk."