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Why CIOs, CTOs and ITSM Pros Choose Provance ServiceTeam

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Executive Summary

Provance ServiceTeam is a set of comprehensive ITSM and ITAM applications designed to meet the modern needs of CIOs, CTOs and ITSM professionals. This whitepaper explores why ServiceTeam is the preferred choice for many Microsoft-centric organizations, highlighting its customer-centric approach, its cost-effectiveness, and the benefits of leveraging a shared DNA with Microsoft that ensures seamless compatibility and innovation.

Introduction

In today's fast-paced, ever-evolving landscape, organizations require robust ITSM and ITAM solutions to manage their IT services and assets effectively. There are many ITSM and ITAM products in the market today covering mass needs or more niche requirements. Some are more suitable for large enterprises, mid-market, others for Managed Service Providers, and so on.
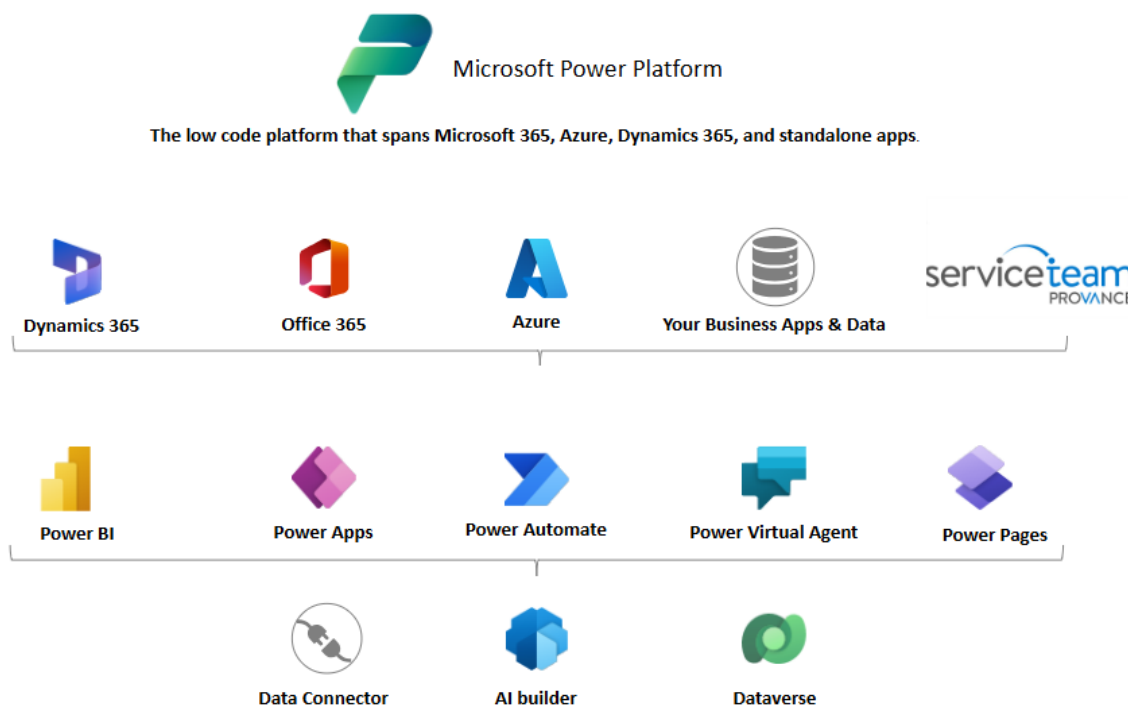
At Provance, our customers and their needs are at the heart of every decision we make. We canvassed our newer customers to find out why they made the switch to ServiceTeam and we also asked our long-term customers why they've stayed.

This is what we heard:

ServiceTeam is a Best-of-Platform Product

Our Microsoft-centric customers originally come to us because they are looking for best-of-platform ITSM and ITAM products. Our customers are great fans of Microsoft technology and are already heavy users of Azure, the Power Platform, Power Apps, Dynamics 365, Power BI, Teams, Copilot, and other Microsoft technologies. They see an opportunity to drive savings and increase value. Some of the benefits of deploying a platform-based application include: easy to implement with built-in integrations; easy to manage configurations and upgrades; leverage skillsets and knowledge across business services—all of which result in an extension of value and reduction of costs. Moreover, Microsoft has been recognized by

both Gartner and Forrester as a Leader in Low-Code platforms and similarly with AI. The ServiceTeam ITSM and ServiceTeam ITAM Power Apps are native to the Microsoft Power Platform, live within the Microsoft Azure Cloud and share the same digital DNA as the Microsoft technologies our customers already use—letting them extend existing investments to achieve greater value and more cost-effective ITSM and ITAM. Our customers directly benefit from Microsoft's extensive scale, security, and reliability. Check out our blog post: Not Just a Simple Power App: How ServiceTeam Leverages the Microsoft Power Platform for Comprehensive ITSM and ITAM

Microsoft Power Platform

The low code platform that spans Microsoft 365, Azure, Dynamics 365, and standalone apps.

Dynamics 365   Office 365   Azure   Your Business Apps & Data   serviceteam PROVANCE

Power BI   Power Apps   Power Automate   Power Virtual Agent   Power Pages

Data Connector   AI builder   Dataverse

ServiceTeam Lives Within Microsoft Azure

This benefits our customers in two ways. First, our customers' data is hosted in their Azure tenant, not within a vendor's own external cloud service or database. The data is managed within Azure (as part of the Power Platform and Dataverse)—Provance does not manage or control your data—minimizing risk. Even though some of our competitors may allow companies to choose Microsoft Azure to host their applications, their solutions reside in our competitors' Azure tenant, thereby the customer no longer directly controls access to their data, and instead must rely on the vendor (our competitors). Second, Microsoft Azure is one of the most secure Cloud platforms out there. None of our competitors can offer the global scale, security, and reliability that Microsoft can and because ServiceTeam is a Power App and runs in a Power Platform environment, our customers minimize risk in comparison to relying on vendor "X's" own cloud and application environments. To better understand what Microsoft Azure brings to the table, check out our blog post: More Than Just an App on Microsoft Azure: How Azure Capabilities Flow Through ServiceTeam Power Apps to Benefit our Customers.

ServiceTeam is Easier and Faster to Customize

We promote that ServiceTeam has codeless configuration all over our marketing materials, and no wonder why, this is a feature that helps our customers achieve much more cost-effective ITSM and ITAM than if they'd have gone with some of our competitors. When we say codeless configuration, we mean it. Our customers can configure, modify and adapt ServiceTeam with ease—no developers and no code needed. Since ServiceTeam is a Microsoft Power App, ServiceTeam inherits all the low-code/no-code benefits of the platform, therefore needed changes to items such as workflows, forms, tables, automations are more easily and quickly done. And when you compare that to other options which often need outsourced resources to make the most minor of changes, Power Apps comes out on top regarding ease-of-use to customize and modify. Moreover, Power Apps lets you innovate and build low-code apps that automate and modernize your business, thus employees will be able to use their Power App skills to continue to build value for their organization and themselves beyond ServiceTeam. We leveraged Power Apps to build ServiceTeam to be as flexible and simple as possible so you won't get lost in lots of complexity when trying to configure or modify as you keep up with our fast-paced world.

ServiceTeam Integrations are Comparatively Painless

No integration should be painful. When our current customers moved to ServiceTeam, they often share with us a very different story about their experience with some of our competitor products. For example, having spent lots of money on creating integrations that develop issues the moment there's an update. How they need highly specialist resources to build integrations. ServiceTeam comes with built-in integrations to an array of products we know our customers already use such as Entra ID, Azure Monitor, Intune, Azure DevOps, Defender, System Center, Jira, SolarWinds, N-Able N-Central, and more. ServiceTeam is also highly extensible. First, by leveraging the Microsoft Dataverse Connectors, which offers thousands of connectors to other applications and data sources. Similarly, Microsoft Power Automate cloud flows let our customers extend ServiceTeam automations whether the needed solutions are Microsoft or non-Microsoft based. Both capabilities extend the value of the platform without huge effort, cost, and resources. Of course, AI and agentic AI will play a role here as well.

ServiceTeam Leverages Power BI and the Microsoft Dataverse

ServiceTeam leverages one of the best reporting products on the market, Microsoft Power BI. The sky is the limit when it comes to reporting with Power BI. Of course, ServiceTeam ITSM comes with a number of out-of-the-box reports, including ITSM-related management reports and ITSM-related service desk reports. And with the ServiceTeam Power BI reports, our customers can easily create and customize reports for their unique requirements and business scenarios. The Microsoft Dataverse provides the underlying data storage for ServiceTeam, as it does for other apps on the platform. Unlike some of our competitors, since ServiceTeam uses the Microsoft Dataverse there is no need for a data warehouse to enable advanced reporting—resulting in increased cost, and complexity. ServiceTeam out-of-the-box reporting leverages model-driven apps for real-time reporting, and leverages Power BI for advanced reporting such as management and trending reports. Thus, by leveraging Power BI and the Dataverse, our ServiceTeam customers can exploit any data, in any way, in real time, so everyone is making the best decisions with the most recent data.

Quality   Speed   Efficiency

Cost

Lower Total Cost of Ownership of ServiceTeam

Up to now, we've detailed some of the ways our customers save money: platform-based products, Microsoft Azure, codeless configuration, painless integrations, and leveraging Power BI. But there's more. First, we offer two different levels of ServiceTeam ITSM—Professional and Enterprise. Whether you are a mid-level organization or an enterprise, you'll find features more aligned to your needs. Unlike some of our competitors, we don't force you into a one-size-fits-all model, which is really geared to the needs of large enterprises. Our customers use most of the features of ServiceTeam, not just 20 percent. There's also no need to buy different licenses based on users' roles. The ServiceTeam licensing model is quite simple

(see more information on pricing). When you buy a ServiceTeam product, you purchase all the features listed, there's no extra charge or hidden fees to obtain other features or processes.

Second, although you need to have Microsoft Power Apps licenses and potentially other Microsoft licenses to use all the capabilities, the total cost of all the licenses is typically lower than our competitors who have a similar level of functionality. Plus, the lower operational costs, flexibility, resource skillset utilization, and more add to the overall value and benefits. Moreover, since our customers are Microsoft-centric, in many cases they already have the Microsoft licensing in place and ServiceTeam plugs right in.

Conclusion

By choosing Provance ServiceTeam, CIOs, CTOs and ITSM professionals can ensure their organizations are equipped with comprehensive, secure, and cost-effective ITSM and ITAM that evolves with their needs and the ever-changing technological landscape. Our customers find great value and cost savings with our ServiceTeam ITSM and ITAM products, as well as the benefits that come from being part of the Microsoft Power Platform, Microsoft Azure, and the broader Microsoft ecosystem. ServiceTeam

will continue to evolve, driven by customer needs, market forces, and Microsoft's ongoing investment in technological capabilities, such as AI, which will enhance our customers' value with ServiceTeam. At Provance, we are dedicated to delivering exceptional customer service—it's in our digital DNA. Our customers' IT success is our success.

Visit Provance.com or contact us at info@provance.com for more information.