

ALVAO

ITSM & ITAM designed for
Microsoft 365 native environments

Customer success stories



tmGroup achieves ISO 27001 compliance with ALVAO ITAM

From fragmented spreadsheets to a single source of truth in just 6 months.

Challenge

- Asset tracking scattered across Snipe-IT, Intune, spreadsheets, and paper.
- Compliance risk from unreliable data.
- IT staff overloaded with admin tasks.

Solution

- ALVAO ITAM chosen for native Intune integration.
- Intuitive interface, quick adoption.
- Hands-on support despite tight deadlines.

Business impact

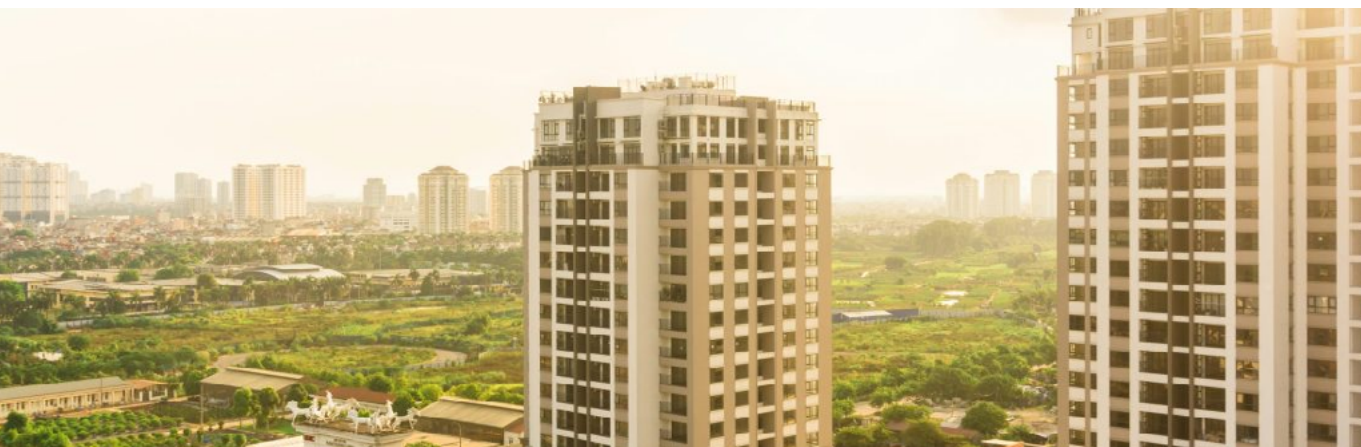
- Faster compliance readiness.
- Efficiency gains – IT staff freed for strategic work.
- Foundation for scalable lifecycle management.

Result

- Single source of truth for 350+ devices.
- Automated joiners, movers, leavers (JML) processes.
- Audit-ready asset trail for ISO 27001. Eliminated spreadsheets & fragmented tools.

“ALVAO does exactly what it says on the tin. It got us to compliance in the fastest, simplest way possible.”

James Yarborough,
Head of IT Security & Operations, tmGroup



Sapio achieves ISO 27001 compliance with ALVAO ITSM

From cumbersome Excel sheets to streamlined IT operations.

Challenge

- Asset tracking and software license management were handled manually via Excel and SharePoint.
- Inadequate systems for ISO 27001 compliance.
- IT team overwhelmed with manual corrections and poor data quality.
- CRM system used for ticketing lacked integration and visibility.

Solution

- ALVAO ITSM selected for its intuitive interface and secure, transparent change management.
- Comprehensive IT Asset Management (ITAM) and Service Desk implementation.
- Clear overview of software licenses, IT contracts, and hardware assets.
- Hands-on support and tailored configuration.

Business impact

- Reliable data for audits and compliance.
- Simplified IT operations and reduced human error.
- Foundation for scalable IT service and asset management.

Result

- Achieved ISO 27001 certification.
- Improved auditability and accountability.
- Reduced workload for IT staff.
- Enhanced service delivery and asset visibility.
- Implementation of bona fide change management.

“Prior to implementing ALVAO, we had no proper asset management other than spreadsheets.”

Nigel Seager,
ICT Manager, Sapio

SAPIO™

EIP transforms IT operations with ALVAO ITSM

From manual processes to refined service delivery and compliance.

Challenge

- IT operations were managed manually using Excel and SharePoint.
- Lack of visibility into IT assets and service requests.
- Difficulty maintaining compliance and audit readiness.

Solution

- ALVAO ITSM and ITAM implemented to centralize IT operations.
- Optimized asset management processes with the Microsoft Intune Connector, providing enhanced visibility into device management.
- Integrated Service Desk for improved ticketing and change management through Teams.
- Tailored configuration and hands-on support from ALVAO.

Business impact

- Strong foundation for scalable IT service management.
- Increased operational efficiency and reduced risk.
- Transparent change and incident management processes.

Result

- Improved service delivery and user satisfaction.
- Enhanced auditability and ISO 27001 compliance.
- Reduced manual workload for IT staff.
- Reliable data for strategic decision-making.
- Achieved flawless Microsoft integration streamlining IT workflows and automating tasks.

“Before ALVAO, we had no proper asset management – just spreadsheets. Now we have full visibility and control.”

Mark Challis,
IT Manager, EIP



Ripple Junction transforms IT chaos into growth with ALVAO Service Desk

From overloaded support to streamlined service and automation.

Challenge

- IT support overwhelmed due to lack of a self-service portal.
- Basic requests consumed valuable time, limiting focus on strategic projects.
- Onboarding and offboarding processes were inefficient and disorganized.
- Miscommunication between IT and departments like HR caused delays.
- Workflow management lacked flexibility.
- Reporting capabilities were insufficient for strategic decision-making.

Solution

- Implemented ALVAO Service Desk to centralize and streamline IT operations.
- Introduced a user-friendly self-service portal for basic ticket resolution.
- Developed a searchable knowledge base to empower users and reduce IT workload.
- Improved communication and coordination across departments.

Business impact

- Scalable IT support for a growing enterprise.
- Reduced manual workload and improved service delivery.
- Strong foundation for future digital transformation.

Result

- Enhanced efficiency and transparency across IT and other departments.
- Automated daily tasks, saving time and money.
- Smooth onboarding and offboarding processes.
- Reliable reporting for strategic planning.

“Main point of pleasure – it does all the things that we talked about saying it will do. That’s not always true with other platforms.”


Joe Accardi,
Systems Administrator, Ripple Junction


**RIPPLE
JUNCTION**


About ALVAO


ALVAO is a European-based software company specializing in IT Service Management (ITSM) and IT Asset Management (ITAM). For over 25 years, ALVAO has helped small and mid-sized businesses streamline operations across IT, HR, facilities, and compliance.

Why choose ALVAO?

 **Microsoft-integrated**
Seamlessly works with Teams, Power Automate, Intune, SharePoint, Power BI and Copilot.


 **Scalable & simple**
Designed for ease of use, with flexible licensing and fast onboarding.


 **Unified platform**
Combines Service Desk and Asset Management in one intuitive solution.


 **Trusted worldwide**
Millions of devices managed across industries – from VW, Siemens, and Panasonic to mid-market firms staying audit-ready with ALVAO.

 **Customer-driven**
Product development is shaped by real user feedback.

Core values

 **Transparency**
Honest communication and realistic expectations.

 **Partnership**
Every customer is treated as a long-term partner.

 **Continuous improvement**
Driven by innovation, education, and customer insights.

Discover how ALVAO can simplify your IT operations and empower your teams.

[Learn more at alvao.com](https://alvao.com)

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