

Ref no: 300031017
From: Public
Date: 03/10/17
Subject: IT Service Management trends

REQUEST & RESPONSE

1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)?

Sunrise Sostenuto

2. When does the contract with your current service desk provider end?

Oct 2020

3. How much does your current ITSM service desk tool cost annually?

£10K – Support & Maintenance

4. When will you be looking to review your current service desk tool?

Apr 2020