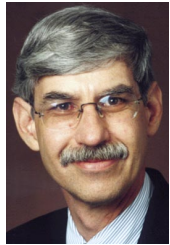


February 17, 2006

# The Forrester Wave™: Service Desk Management Tools, Q1 2006

by Chip Gliedman

TECH CHOICES



February 17, 2006

## The Forrester Wave™: Service Desk Management Tools, Q1 2006

Different Needs Point To Different Category Leaders

by **Chip Gliedman**

with John Ragsdale, Ian Schuler, and Elisse Gaynor

### EXECUTIVE SUMMARY

To assess the state of the service desk management tools market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top service desk management tool vendors across 80 criteria. The result: products from Axios Systems, BMC Software, CA, and Hewlett-Packard top a large group of able products aimed at larger enterprises, while other products from Altiris, BMC Software, FrontRange Solutions, and UniPress Software emerge as Leaders for smaller enterprises with less complex needs. Keep in mind that differences in architectures, geographic presence, integration strategies, and specific features can drastically change the ranking and suitability of a specific product for a specific organization. Included in this report is an interactive vendor comparison tool that provides detailed product evaluations and customizable rankings.

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### NOTES & RESOURCES

Forrester conducted evaluations in November and December 2005. Forrester evaluated 12 products from nine vendor companies, including: Altiris, Axios Systems, BMC Software, CA, FrontRange Solutions, Hewlett-Packard, Numara Software, Touchpaper Software, and UniPress Software. Forrester also reviewed the inquiries and work we have performed with hundreds of clients, and we spoke with over 30 vendor-supplied reference accounts.

#### **Related Research Documents**

[“Trends 2006: New Generation For Service Desks”](#)  
December 6, 2005, Trends

[“Thirty-One Best Practices For The Service Desk”](#)  
June 28, 2005, Best Practices

[“Not All ITIL Processes Are Created Equal”](#)  
March 16, 2005, Quick Take

## NEW RESPONSIBILITIES REQUIRE NEW TOOLS

The organization formerly known as the help desk is growing up. Under the moniker of “service desk,” it is expanding its footprint and adding such functions as problem, change, and configuration management to its previous incident-focused role. The classic help desk was somewhat limited in its scope and parochial in its focus: Users would call with a problem, and technicians would endeavor to fix it as quickly as possible. Help desk software would track incidents and open tickets as responsibility passed from one person to another. Once solved, reports would point out potential hot spots for further study and possible proactive action. Only rarely would the help desk have incidents opened directly from systems management utilities or be tied into any formal change management process.

As processes and procedures for ensuring the continuing health of the IT infrastructure developed, more complex workflows and organizational handoffs were required. Enterprise-class tools to support this service management followed. Common structures and practices added a framework for further refinements. Today, there is widespread acceptance among larger and more complex organizations of a structure following the Information Technology Infrastructure Library (ITIL) model for service management, and tool vendors have followed with products that assist in ITIL implementations.<sup>1</sup>

Smaller organizations and those not ready to make wholesale change to structures and processes nevertheless want tools that are robust, simple to install and configure, and easy for technicians to use. For these organizations, incident and problem resolution remains a key focus, often with an additional emphasis on desktop life-cycle management, with (but not at the expense of) workflow, tracking, and reporting tools.

## Similar Products Proliferate

The service desk management tool market is quite mature and vendors have had ample time to enhance and refine their offerings. The result is a set of solution choices with similar-looking tools that target one or more of three overlapping market segments differing predominantly by:

- **The size and distribution of the service desk organization.** Large, geographically distributed organizations place greater demands on the service desk management solution than do smaller, localized service desks. The smaller segment may have 10 to 50 service desk and IT technicians with access to the tools; the middle segment 30 to 200; and the largest from 100 to well over 1,000 total technicians and other users and approvers of various aspects of the tool suite.
- **The number and variety of the assets and users under management.** Organizations with vast numbers of varied technology assets linked into large, business-critical services will place greater demands on service management tools. IT leaders will want to map and visualize these interrelationships and their business impact, and they will expect robust and highly configurable tools for problem, change, and configuration management. Smaller organizations

may be looking for one-stop asset, service, and systems management solutions for a highly PC-centric environment.

- **The complexity of the required workflows.** The process of managing change to the infrastructure is compounded by size, complexity, business impact, and new regulatory requirements. Modeling such workflows with the proper approval and change controls requires industrial-strength process and workflow management tools that allow secure, auditable, and controlled processes.
- **The volume of incidents and the resulting records.** The more users and assets there are, the larger the databases will grow. Generally speaking, the volume of tickets is directly related to the number of employees in the organization. The smallest tier would include up to approximately 2,500 users, the midtier from 2,500 to 8,000 users, and the largest tier more than 8,000 users. To support any of the tiers, the tools must support appropriate platforms, databases, and third-party asset and systems management tools.

The overlap in the tiers results from different levels of complexity in each category. A smaller, highly diversified organization may stress a service desk infrastructure more than an organization that is twice its size but less mature in its processes and more homogeneous in its environment. As a result, we evaluated tools against sets of criteria and varied the importance of various features and characteristics to produce two evaluations — one geared for larger enterprises, and one for small and medium-size enterprises (SMEs).

## SERVICE DESK MANAGEMENT TOOLS EVALUATION OVERVIEW

To assess the state of the enterprise service desk market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of the top dozen products from the top nine vendors using the Forrester Wave™ methodology.

### Evaluation Criteria

After examining past research, user needs assessments, and vendor and expert interviews, Forrester developed a comprehensive set of evaluation criteria (see Figure 1). We evaluated vendors against approximately 80 criteria, which we grouped into three high-level buckets:

- **Current offering.** Forrester evaluated a broad set of service desk management solutions, measuring their ability to deliver robust and market-appropriate functionality. As a framework for the evaluation, we looked at the ITIL processes of incident, problem, change, and configuration management separately. We evaluated the architecture of the products through the subcategories of platform support, tools or integration options for systems and asset management, and tools for customization and administration. We also evaluated the ability for the solutions to define, administer, and report on service-level agreements (SLAs) and service desk performance.

- **Strategy.** We reviewed each vendor's strategies, target markets, and approach — including past and future planned releases, sales and implementation strategies, technology and channel partnerships, geographic presence, and costs.
- **Market presence.** We assessed each vendor's financials, installed base, and staff size and structure.

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**Figure 1** Evaluation Criteria
 

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CURRENT OFFERING	
Incident management	How does the system support the rapid creation and resolution of incidents?
Incident resolution	How does the system support the rapid resolution of incidents by the user or the service desk agent?
Problem management	How does the tool group incidents into problems, access and pass the problems to the proper people/groups, and resolve/prevent future problems?
Change management	What does the process of implementing changes to the infrastructure, either as a result of problems or to prevent future problems, entail?
Configuration management	How are the components of the infrastructure managed, and how is this information kept up-to-date?
Architecture	How well does the service desk tool integrate with other tools and technologies in the IT infrastructure?
Reporting	How does the tool allow users/agents/management to monitor and report on service desk performance?
STRATEGY	
Product vision	What is the company's vision for the service desk market and the product suite?
Sales and implementation strategy	What is the approach to sales and implementation on systems integrator and/or VAR partnerships? Are sales mainly direct, or through partners? Is the professional services team seen as a key revenue generator?
Technology and OEM partnerships	What are the depth and breadth of the vendor's OEM and reseller partnerships?
Geographic presence	For global or non-North American companies shopping for service desk software, what are the vendor's references in North America, Europe, and Asia Pacific?
Cost	What are the costs and options for licensing, implementing, and hosting the vendor's application?

Source: Forrester Research, Inc.

**Figure 1** Evaluation Criteria (Cont.)

MARKET PRESENCE	
Financials	Based on financial status, what is the vendor's viability in the market?
Installed base	What is the vendor's established market share and company service desk focus?
Employee base	With regard to company measures of company strength and investment in R&D, what is the total number of employees and how are resources allocated?

Source: Forrester Research, Inc.

Systems, BMC Software, CA, FrontRange Solutions, Hewlett-Packard, Numara Software, Touchpaper Software, and UniPress Software.<sup>2</sup> Each of these vendors is:

- **On the mind of Forrester clients.** All of the vendors included in the assessment were the subject of client inquiries, product assessments, or consulting engagements. Our clients told us who we needed to evaluate.
- **Actively marketing service desk products.** We also hear reports of other products being used to manage the internal service desk at Forrester clients. Many of these tools are from companies whose offerings for ERP or CRM have been put to use internally but were not originally designed for the service desk. Therefore, they are not included in this evaluation.

## SERVICE DESK MANAGEMENT TOOLS FOR LARGE AND/OR COMPLEX ORGANIZATIONS

Larger organizations typically have 100 or more people who will touch the service desk tool suite in some capacity. Technicians will log, dispatch, and resolve incidents. Specialists inside and outside of the service desk will get to the bottom of problems and recommend the changes required to fix them. Users in IT and the business will need to approve and schedule the change with the lowest possible impact to business-critical processes. Changes to the configuration across the thousands and thousands of IT assets will need to be recorded and potentially audited.

As a result, service desk management tools appropriate for large organizations are characterized by the ability to:

- **Support a large call volume.** Organizations with 5,000 or more employees can generate upwards of 100,000 individual tickets per year, with multiple database records for each ticket. Can the product handle these volumes without falling over?

- **Model large and complex workflows.** Large organizations often have defined processes and governance structures. Can the tool model complex workflows, handle diverse change management approval processes, and support the operations of a global enterprise with critical business systems?
- **Integrate with commonly-found systems and asset management tools.** Managing the IT infrastructure is more than just handling calls from end users. Do the tools integrate with the infrastructure management tools and vendors currently in place?
- **Handle the installation and support needs of large, global enterprises.** Installing and customizing a full service management suite in a large organization can take six to 12 months. Does the vendor have the experience, size, and partnerships required to make these customers successful in the appropriate geographies?

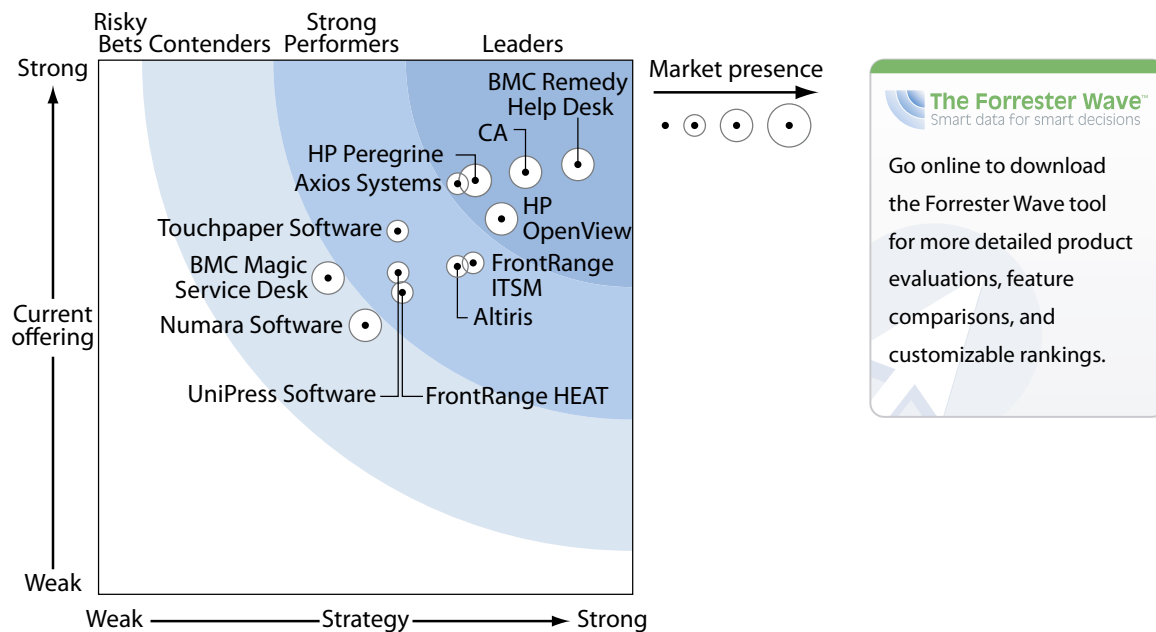
The evaluation uncovered a market served by (see Figure 2):

- **Industrial-strength enterprise solutions.** BMC's Remedy IT Service Management suite, CA's Unicenter Service Desk, HP's Peregrine ServiceCenter and OpenView Service Desk, and Axios Systems' assyst lead the pack. These solutions are characterized by industrial-strength tool suites with proven track records in organizations with more than 8,000 employees. Additionally, out-of-the-box configuration options also make them appropriate for organizations half that size or smaller that require robust tools to manage their needs.
- **Robust midtier options.** Touchpaper ServiceDesk, Altiris Service Desk, and FrontRange IT Service Management (ITSM) are competitive options for organizations of 2,500 to 8,000 employees or those with less demanding workflow or scalability requirements. These products can be implemented with less effort than their larger cousins and, depending upon requirements, may be the best choice for some of the largest organizations. However, don't expect the same level of customization or the ability to handle the complex needs of a widely distributed, multinational organization.
- **Smaller solutions for special needs.** UniPress FootPrints and FrontRange HEAT are possible options, but only at the lower end of the segment. However, given the large number of more capable products that are better able to meet the needs of this market, a choice for either should require very specific needs that would only be met by either of these products.
- **Poor fits.** BMC Magic Service Desk Suite and Numara Track-It! should be avoided. Larger enterprises will be disappointed if they attempt to implement either of these solutions.

This evaluation of the large enterprise service desk management tools market is intended to be a starting point only. Readers are encouraged to view the detailed product evaluations and adapt the

criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool. In particular, we emphasized the North American presence of the vendors in our weightings. European and Asian customers will need to answer the same questions based on their locations and change the weightings appropriately.

**Figure 2** Forrester Wave™: Large Enterprise Service Desk Management Tools, Q1 '06



Source: Forrester Research, Inc.

**Figure 2** Forrester Wave™: Large Enterprise Service Desk Management Tools, Q1 '06 (Cont.)

	Forrester's Weighting	Altiris	Axios Systems	BMC Remedy Help Desk	BMC Magic Service Desk	CA	FrontRange Solutions HEAT	FrontRange Solutions ITSM	HP Peregrine	HP OpenView	Numara Software	Touchpaper Software	Unipress Software
<b>CURRENT OFFERING</b>	60%	3.05	3.83	4.01	2.94	3.94	2.82	3.07	3.83	3.48	2.50	3.37	2.99
Incident management	5%	3.00	3.30	3.90	3.30	3.90	3.60	3.30	3.90	2.70	2.60	3.00	3.10
Incident resolution	10%	3.75	4.00	3.00	3.50	4.00	3.25	3.00	3.50	3.00	3.00	3.25	3.75
Problem management	15%	3.40	3.70	4.00	3.00	4.00	3.00	3.00	4.00	3.40	3.00	3.30	3.00
Change management	15%	2.85	3.80	4.40	2.95	4.20	3.00	2.00	4.20	3.20	2.40	3.20	3.00
Configuration management	10%	3.00	3.60	4.30	3.00	4.00	2.70	3.30	3.60	3.20	2.00	3.70	1.00
Architecture	30%	2.97	3.95	4.16	2.56	4.06	2.45	3.15	4.24	4.12	2.23	3.67	3.54
Reporting	15%	2.66	3.94	3.88	3.12	3.30	2.76	3.86	2.84	3.30	2.58	3.00	2.66
<b>STRATEGY</b>	40%	3.36	3.38	4.48	2.14	4.00	2.84	3.51	3.52	3.76	2.48	2.81	2.82
Product vision	50%	3.73	4.16	4.60	1.16	4.16	1.96	3.63	3.87	4.16	1.59	3.46	2.76
Sales and implementation strategy	10%	3.20	3.80	4.80	1.80	4.60	2.60	2.60	2.80	4.40	1.40	2.20	2.20
Technology and OEM partnerships	10%	3.00	2.00	5.00	3.00	4.00	3.00	3.00	2.00	3.00	3.00	3.00	2.00
Geographic presence	20%	3.00	2.40	5.00	3.80	4.00	4.80	4.40	4.30	3.20	4.60	1.60	3.40
Cost	10%	2.80	2.40	2.00	3.20	2.60	3.40	2.60	2.40	3.00	3.20	2.40	3.40
<b>MARKET PRESENCE</b>	0%	2.81	2.94	3.93	3.14	3.68	2.86	2.63	3.09	3.51	3.06	2.39	2.21
Financials	40%	2.60	3.30	3.80	3.00	3.80	2.60	2.60	2.70	3.40	3.30	2.60	2.20
Installed base	40%	2.92	2.75	3.84	2.66	3.00	3.25	2.67	3.84	3.09	2.75	2.17	2.33
Employee base	20%	3.00	2.60	4.40	4.40	4.80	2.60	2.60	2.40	4.60	3.20	2.40	2.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc.

## SERVICE DESK MANAGEMENT TOOLS FOR SMALL AND/OR LESS COMPLEX ORGANIZATIONS

Organizations with 20 to 200 people that are using the service desk tool suite in some capacity have many of the same needs as their larger counterparts. Incidents occur; problems need to be solved; changes need to be approved, scheduled, and implemented; and the infrastructure components need to be cataloged and managed. However, these organizations are more likely to look at tool suites that can be installed with fewer expert resources and lower customization requirements, can provide a best practices framework to catalyze the maturation of the service desk organization, and can integrate or provide the tools that manage a more PC-centric infrastructure.

As a result, service desk management tools that are appropriate for smaller organizations are characterized by:

- **Lower platform demands.** Servers running Windows and SQL Server or Oracle databases are usually sufficient to support these organizations.

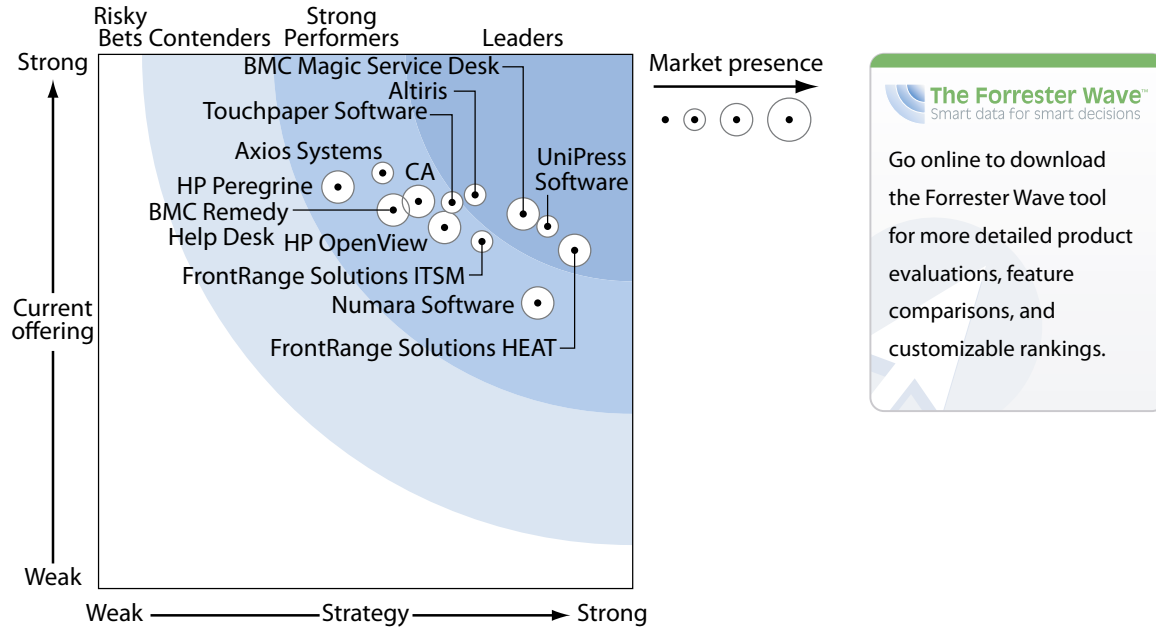
- **Greater emphasis on incident and problem management.** The service desk at smaller organizations is more likely to be charged with improving incident and problem management. Does the suite have the tools and capabilities to assist the technician and the end user in solving a problem quickly and correctly?
- **Lower requirements for training and expert resources.** Organizations in this range want to be able to define and manage their own workflows, adapt the user interface as needed, and manage and administer the applications and users without the need for expensive or highly trained resources. Can the system support the process needs of this class of organization in an easy-to-administer paradigm?
- **Desktop life-cycle capabilities.** Organizations in this tier are more likely to want one-stop shopping for their desktop inventory, asset management, and life-cycle management needs. Do the suites include or tightly link to PC discovery, inventory, asset management, remote control, and software installation tools?

The evaluation uncovered a market in which (see Figure 3):

- **SME-focused vendors are in the lead.** Altiris Service Desk, BMC Magic Service Desk Suite, UniPress FootPrints, and FrontRange HEAT lead the field. These tools each have something special to offer the smaller service desk organization: Altiris integrates with an impressive suite of desktop life-cycle tools; BMC Magic Service Desk Suite Suite can provide broad infrastructure management capabilities targeted at organizations with fewer than 2,500 employees with its PATROL Express; UniPress features an entirely Web-based offering and off-premises hosted options; and FrontRange HEAT has the ability to expand functionality using components of the company's more robust ITSM suite.
- **A large, highly capable group follows.** Each of the other vendors also has something to offer the midsize or smaller organization. Some, such as Touchpaper and FrontRange ITSM, provide tools that can be customized to meet specific requirements with minimal training or support. Others, such as Axios Systems, CA, BMC Remedy Help Desk, HP OpenView, and HP Peregrine can be implemented with minimal customizations to support requirements for rigorous processes at smaller organizations.
- **Numara fills a special niche.** Numara's Track-It! software accentuates easy installation and use over a heavy process framework. Track-It! is a self-contained environment with integrated PC discovery, inventory, software license management, and help desk functions that may be perfectly suited for an organization of less than 1,000 employees looking to add structure and tracking to what is probably an ad hoc process today. With an installed base of over 45,000 companies, Track-It! clearly fills a market niche that the other vendors do not.

This evaluation of the small enterprise service desk management tools market is intended to be a starting point only. Readers are encouraged to view detailed product evaluations and adapt the criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

**Figure 3** Forrester Wave™: Small Enterprise Service Desk Management Tools, Q1 '06



Source: Forrester Research, Inc.

**Figure 3** Forrester Wave™: Small Enterprise Service Desk Management Tools, Q1 '06 (Cont.)

	Forrester's Weighting	Altiris	Axios Systems	BMC Remedy Help Desk	BMC Magic Service Desk	CA	FrontRange Solutions HEAT	FrontRange Solutions ITSM	HP Peregrine	HP OpenView	Numara Software	Touchpaper Software	UniPress Software
<b>CURRENT OFFERING</b>	65%	3.68	3.85	3.54	3.47	3.60	3.12	3.23	3.71	3.37	2.67	3.59	3.38
Incident management	5%	3.00	3.20	3.90	3.50	3.90	3.70	3.50	3.90	2.50	2.40	3.00	3.10
Incident resolution	20%	3.80	4.00	3.00	3.80	4.00	3.40	3.00	3.40	3.00	3.00	3.40	3.60
Problem management	10%	3.40	3.70	4.00	3.00	4.00	3.00	3.00	4.00	3.40	3.00	3.30	3.00
Change management	5%	2.90	3.85	4.50	3.00	4.10	3.00	2.00	4.25	3.10	2.25	3.25	3.15
Configuration management	5%	3.00	3.80	4.40	3.00	4.00	2.60	3.40	3.80	3.10	2.00	3.60	1.00
Architecture	50%	3.97	3.89	3.45	3.51	3.26	3.05	3.40	3.79	3.67	2.58	3.87	3.70
Reporting	5%	3.01	3.79	3.48	3.52	3.40	2.91	3.81	2.79	3.30	3.03	3.00	2.91
<b>STRATEGY</b>	35%	3.51	2.68	2.76	3.98	3.00	4.38	3.57	2.24	3.23	4.09	3.33	4.20
Product vision	60%	3.86	2.83	2.33	4.37	2.83	4.77	3.76	1.86	3.36	4.54	4.00	4.90
Sales and implementation strategy	5%	3.70	3.30	4.30	3.80	3.60	4.10	4.10	2.30	2.90	2.40	2.70	2.70
Technology and OEM partnerships	5%	3.00	2.00	5.00	3.00	4.00	3.00	3.00	2.00	3.00	3.00	3.00	2.00
Geographic presence	10%	3.00	2.40	5.00	3.80	4.00	4.80	4.40	4.30	3.20	4.60	1.60	3.40
Cost	20%	2.80	2.40	2.00	3.20	2.60	3.40	2.60	2.40	3.00	3.20	2.40	3.40
<b>MARKET PRESENCE</b>	0%	2.87	2.94	3.87	3.42	3.68	3.06	2.49	3.03	3.45	3.26	2.45	2.35
Financials	40%	2.60	3.30	3.80	3.00	3.80	2.60	2.60	2.70	3.40	3.30	2.60	2.20
Installed base	40%	3.09	2.75	3.67	3.34	3.00	3.76	2.33	3.67	2.92	3.26	2.34	2.67
Employee base	20%	3.00	2.60	4.40	4.40	4.80	2.60	2.60	2.40	4.60	3.20	2.40	2.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc.

## VENDOR PROFILES

Although any of these products provide robust service management functionality, companies need to closely examine their own needs to get the best vendor match. Companies should adjust the Forrester Wave spreadsheet weightings to reflect their own priorities, using the vendor profiles as general guidance.

- **Altiris.** Altiris, a rapidly growing player in the asset and systems management market, offers a full-featured service management solution in conjunction with the company's asset and life-cycle tools. As a result, the product is particularly strong in asset and configuration management. Additional tools for remote control, desktop backup and recovery, network management, and security management allow the company to offer an integrated suite that should solve most of the needs of a PC-centric service desk. The packaging of the service desk

suite as a component of the asset and life-cycle tool set has led this offering to be something of a stealth product in the service desk market.<sup>3</sup>

- **Axios Systems.** UK-based Axios Systems was one of the first vendors to embrace the ITIL framework for service management. With service management as its sole focus, and with the ITIL framework as its architectural model, the company has created a robust tool set that can be implemented out-of-the-box for many organizations with 5,000 to 25,000 employees. Although it is well-known in Europe, the company has a very light presence in North America.<sup>4</sup>
- **BMC Software.** With the acquisitions of Remedy and Magic Solutions, BMC has assembled a suite of tools allowing it to market to virtually any organization size. At the larger end, BMC has integrated the Remedy product line into its Atrium suite, with the underlying configuration management database (CMDB) shared among all components of the Atrium line that have been developed in Remedy's Action Request (AR) language. Over its life, Remedy Help Desk has been used to model thousands of different workflow processes, and recent improvements to the tool make implementations without huge customization and development efforts possible.<sup>5</sup>

The BMC Magic Service Desk Suite product line is targeted for organizations with 2,500 or fewer employees. Supporting this market has required the development of a reseller network to complement the direct-sales focus of the parent organization. This channel is growing, helping BMC expand its European presence at the lower end of the market.

- **CA.** As part of the Unicenter product line, CA's Unicenter Service Desk suite is a natural fit for organizations with a commitment to CA's enterprise management tools. However, organizations considering a standalone offering capable of supporting the needs of large and complex organizations should also consider CA. Improvements in automation and customization in the new r11 desktop suite should alleviate some of the problems current customers have had in these areas.<sup>6</sup>
- **FrontRange Solutions.** FrontRange is taking the strong market presence gained with its HEAT product and is expanding upmarket with its modular ITSM offering. First released in early 2005, the product is gaining functionality and customers, although there are currently very few sites that are fully deployed. HEAT, with its large installed base, is still targeted at the lower end of the market and is appropriate for smaller organizations looking for a solution that is easy to deploy and maintain. These customers can now expand HEAT functionality in required areas with the addition of ITSM product modules.<sup>7</sup>
- **Hewlett-Packard.** HP has amassed a formidable group of service management solutions for the upper end of the market. With the December 2005 acquisition of Peregrine Systems, the company now has two robust and top-tier products in the same basic market segment — OpenView Service Desk and Peregrine ServiceCenter. The company has committed to

maintaining current development plans through 2006, but it is clear that the two product lines will need to be merged. In future years, current OpenView customers will likely see improvements in asset management and data integration capabilities, and current Peregrine customers will see greater corporate stability and a broader set of offerings.<sup>8</sup>

- **Numara Software.** Numara Software — formed by TA Associates' December 2005 acquisition of Intuit's Information Technology Solutions unit and its Track-It! product — offers the most widely installed service desk product, with close to 45,000 customers. Best suited for organizations with fewer than 2,500 employees, Numara's products can be an ideal entry point for organizations looking to add structure to what is often an ad hoc process.<sup>9</sup>
- **Touchpaper Software.** UK-based Touchpaper is a longtime vendor of service desk management tools (previously known as royalblue technologies). With about 1,700 customers (predominantly in the UK) and revenue in the \$25 million per year range, it is a midsize vendor in a very full market. Touchpaper relaunched its North American operations in 2005 with a key focus on addressing its previously poor client relationships. Its experience in delivering solutions that target midsize organizations makes it a viable choice, provided that implementation and support resources are available geographically.<sup>10</sup>
- **UniPress Software.** UniPress, one of the smaller companies in the service desk market, is in the Leader category of our smaller enterprise tool evaluation by virtue of its simplicity of installation and maintenance, ease of customization, and flexible hosting options. The product occupies a nice niche for those organizations looking to step up the formality of their processes and controls without having to install a large and expensive suite of tools. The add-on module for change management available with FootPrints 7.0 is well-suited to its market and broadens the company's offerings.<sup>11</sup>

## SUPPLEMENTAL MATERIAL

### Online Resources

The online versions of Figure 2 and Figure 3 are Excel-based vendor comparison tools that provide detailed product evaluations and customizable rankings.

### Data Sources Used In This Forrester Wave

Forrester used a combination of five data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.
- **Product demos.** We asked each vendor to conduct a demonstration of its product's functionality. We used findings from these product demos to validate details of each vendor's product capabilities.
- **Executive briefings.** We had calls or meetings with management at the vendors to better understand each company's vision, product road map, financial standing, and strategic relationships.
- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with customers using or testing the products under evaluation. These references were provided by each of the vendors.
- **Client reference calls.** We also used the information we have been able to gather speaking with Forrester clients over the past 12 months. Their experiences with the products and vendors were also incorporated into our evaluations.

### Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we narrow our final list to those presented here. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and readers are encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

## ENDNOTES

- <sup>1</sup> ITIL is a set of standard IT terminologies — such as a high-level definition of a change request — that the former United Kingdom Central Computer and Telecommunications Agency (CCTA) developed to address the IT service support and delivery issues faced by IT infrastructure organizations. ITIL standards establish guidelines and a common language for operational processes, such as change management, problem resolution, service delivery, and resolution of customer inquiries. Source: Office of Government Commerce (<http://www.ogc.gov.uk/index.asp?id=2261>).
- <sup>2</sup> During the evaluation period, HP's announced acquisition of Peregrine Systems was finalized. Both products are listed in the evaluation under the HP moniker. Additionally, Intuit's Information Technology Solutions (ITS) unit, also known as Blue Ocean Software, was sold to TA Associates, which renamed it "Numara Software."
- <sup>3</sup> View the vendor summary for more detailed analysis on how Altiris fared in this evaluation. See the February 17, 2006, Tech Choices "[Altiris Provides An Integrated Service Desk Management Suite For Midsize Organizations.](#)"
- <sup>4</sup> View the vendor summary for more detailed analysis on how Axios Systems fared in this evaluation. See the February 17, 2006, Tech Choices "[Axios Systems Provides ITIL-Based Service Desk Management For Larger Enterprises.](#)"
- <sup>5</sup> View the vendor summary for more detailed analysis on how BMC Software fared in this evaluation. See the February 17, 2006, Tech Choices "[BMC Remedy And BMC Magic Lead For Both Large And Small Enterprise Service Desk Tools.](#)"
- <sup>6</sup> View the vendor summary for more detailed analysis on how CA fared in this evaluation. See the February 17, 2006, Tech Choices "[CA's Service Desk Management Tool Leads For Large Enterprises And Is Strong For Midsize Ones.](#)"
- <sup>7</sup> View the vendor summary for more detailed analysis on how FrontRange Solutions fared in this evaluation. See the February 17, 2006, Tech Choices "[FrontRange's HEAT Leads The SME Service Desk Market; ITSM Targets Larger Enterprises.](#)"
- <sup>8</sup> View the vendor summary for more detailed analysis on how Hewlett-Packard fared in this evaluation. See the February 17, 2006, Tech Choices "[HP Provides Two Leading Choices For Large Enterprise Service Desk Management Tools.](#)"

- <sup>9</sup> View the vendor summary for more detailed analysis on how Numara Software fared in this evaluation. See the February 17, 2006, Tech Choices “[Numara Software Track-It! Is An Ideal Entry Point For Small Enterprises Seeking Service Desk Tools.](#)”
- <sup>10</sup> View the vendor summary for more detailed analysis on how Touchpaper Software fared in this evaluation. See the February 17, 2006, Tech Choices “[Touchpaper Provides Strong Service Desk Tool Capabilities, But Limited Geographic Coverage.](#)”
- <sup>11</sup> View the vendor summary for more detailed analysis on how UniPress Software fared in this evaluation. See the February 17, 2006, Tech Choices “[UniPress Leads Small Enterprise Service Desk Tools Because Of Simplicity And Hosting Options.](#)”

# FORRESTER®

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## Headquarters

Forrester Research, Inc.  
400 Technology Square  
Cambridge, MA 02139 USA  
Tel: +1 617/613-6000  
Fax: +1 617/613-5000  
Email: [forrester@forrester.com](mailto:forrester@forrester.com)  
Nasdaq symbol: FORR  
[www.forrester.com](http://www.forrester.com)

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