

# IT Unleashed

Traditional IT Service Management applications fall into one of two unhappy categories. They have more than enough features but are overpriced. Or they don't have enough features and are affordable. Neither choice allows you to meet the demands of your business and achieve your IT objectives.

How can you get around these barriers and unleash the true value of your software and your people? Dreamtsoft has spent years working hand in hand with tech leaders like yourselves to truly understand your evolving needs.

Consider a third choice when it comes to ITSM. Consider Dreamtsoft's ITSM application, an affordable, modern ITSM solution that transforms ITSM into a strategic part of your IT portfolio. That helps you get the most out of your people, your technology, and your data. And is built to support digital transformation today and tomorrow.

## The Benefits of our ITSM Application:

THE RIGHT FIT	SPEED AND CHOICE	CONNECTIVITY
The features you actually use and take advantage of. You don't pay for other company's needs, only your own. Delivered through a simple, affordable, licensing model that encourages adoption and growth.	Simplicity as a fundamental principle of our application. Engineered to be as flexible and easy to use as possible with no loss of functionality Adaptive to your needs. Built to rapidly grow with your business.	Plays well with others Doesn't trap you in the past or wall you off from other applications and data. Integrates with and amplifies your existing technology and data from all your other tools.

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Here's our approach to a better ITSM solution.

- We align to ITIL 4. A framework of practices and processes that can evolve and grow as your business and IT needs mature.
- Embrace ITIL 4 defined practices. Not overly prescriptive. Solid guidance from incident to change to knowledge. But with room for individual business's needs.
- One license, unlimited possibilities. We provide a straightforward, affordable pricing model. No more complex application suites or different levels of users.
- The power of AND. A pre-built ITSM application and endless customization delivered as part of the powerful underlying platform.
- Continuous improvement, built in consulting. Continuous improvement is baked into every part of the ITSM application. Creates a holistic view of the service throughout its lifecycle.

Much of the value of our ITSM application comes from the underlying platform. By taking the time and effort to build a fully thought out foundation, we can deliver a service management application that transcends the traditional choices. Here's what's under the hood:

#### Data Access Layer

We can access your data where it sits. We don't need to own your data or put it in our database. You don't have to move your data around. We can go get it. Saves you time and allows you a data model that works best for you.

#### Adaptive, Open Data Structure

Schema-less open database allows you to dynamically add attributes and fields. No need to copy records again and again.

#### Flexible User Interface

Rapidly adopt your user experience to change and growth. Almost unlimited ability to customize look, feel, and flow.

#### Tenancy with No Constraints

Our distributed tenancy model takes you beyond traditional tenancy approaches, giving you the best of both single and multi tenancy models.

#### Open and Standardized Development

Like almost every developer alive, we've adopted the open industry development standard--git. You don't have to learn or deal with a proprietary coding system.

#### Familiar and Enduring Tools

When it makes sense, we simply embrace industry standard tools. No need to invent proprietary tools when it's not necessary.