Alemba
The ITSM Experts

With more than a decade of experience in the IT Service Management (ITSM) landscape along with a strong consultancy background and a sharp focus on customer experience, Alemba delivers successful, end-to-end ITSM projects to its clients. The firm assists with every aspect of customers' ITSM needs, from software implementations to maintenance and support to training and upgrades. Alemba's solutions portfolio includes software asset management that helps companies reduce IT costs and limit risks related to non-compliance with software licensing agreements; service management that supports all levels of service management maturity; service management as a service, which frees the clients from the configuration of the service management solution so that they focus more on their business; and enterprise service management that offers a simple pathway to extending best practice service management processes into other core business functions.

Alemba's flagship ITSM software, Alemba Service Manager, is an Enterprise Service Management application that combines user-focused design philosophy with robust out-of-the-box functionality to achieve more for much less cost and effort. The solution has achieved PinkVERIFY accreditation for 13 Information Technology Infrastructure Library (ITIL) processes, including incident management, service level management (SLM), knowledge management, problem management, service lifecycle management, configuration management, asset management, and many more. "We deliver all of those process areas within a single, integrated software application," says Simon Nugent, CEO of Alemba.

Simon Nugent
CEO

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Alemba's goal is to develop software that allows customers to automate business processes through zero-code, GUI-driven design, thereby dramatically reducing the cost of ownership and ensuring new processes are rolled out to the business as fast as possible. "Our software is an excellent option for service management for medium to large organizations. We have been a market-leading tool for many years, and Alemba Service Manager has evolved into a sophisticated product that enables our customers to meet a number of business challenges," mentions Nugent.

Alemba caters to a large customer base across a wide range of sectors, including healthcare, non-profit, finance, and government. The firm has its offices in Europe, U.K., Australia, and the U.S. To help its customers, Alemba also offers a range of professional services because the firm believes that it takes more than great software to provide a thriving end-to-end ITSM project. Depending on the types of engagement, Alemba first understands the requirements of the clients and tailor services and solutions in accordance with those needs. Also, the firm understands the background, the workflow and the challenges the client's work system is facing before providing solutions. "Our approach to software implementation is very collaborative. We work with our customers to understand the challenges that they face and what they are trying to achieve. We also conduct workshops with clients to help them understand the changes that will happen; we want to ensure that they feel included in every step of the process," states Nugent.

For the road ahead, Alemba is continuing to focus on new business areas, and the Alemba Service Manager interface will soon get an upgrade. "We have a major release next year that is going to be a big technological jump for us. It is going to set the platform for a host of exciting future innovations," asserts Nugent. The firm will continue to focus on delivering innovative solutions that not only meet, but exceed customers' needs. CA