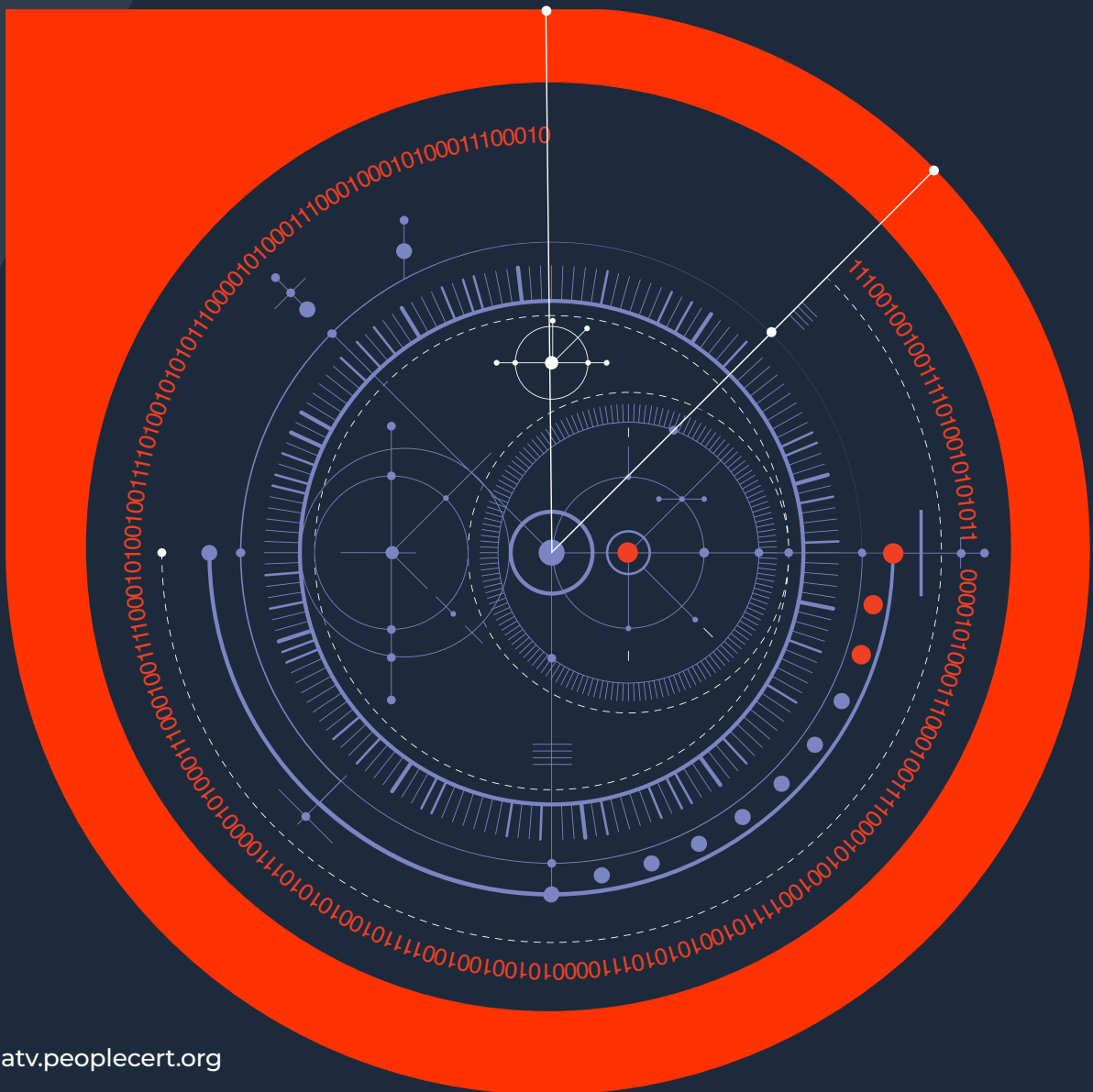




# Explore the ITIL-Accredited Tool Vendors Programme

Because it works...



# Enhance the IT efficiency of your business

PeopleCert's ITIL-Accredited Tool Vendors Programme (ATV) provides businesses with a list of accredited tool vendors aligned with ITIL best practices.

## Why choose the ITIL-Accredited Tool Vendors Programme?



The only programme confirming ITSM tools' compatibility with ITIL.

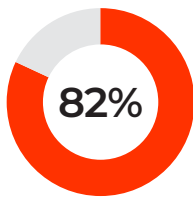


The only accreditation demanding proper certification of people who design, develop, sell and implement ITSM software.

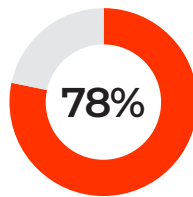
## Importance of ITIL Accreditation

Businesses place their trust in ITIL for success. For them, ITIL is not just a brand, but a source of proven best practices. Claims of ITIL adherence raise their expectations regarding quality of implementations. Therefore, tool vendors' ITIL alignment needs verification and authoritative confirmation.

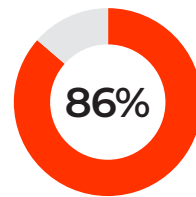
This is why PeopleCert started the ATV accreditation programme.



believe ITIL brings value to their organisation<sup>1</sup>



of responders actively use ITIL in their organisation<sup>1</sup>



believe ITIL is an important factor when selecting an ITSM tool<sup>2</sup>

1. IT Service Management Benchmarking Report 2017, (c) Axelos, 2017

2. Independent internet poll [www.linkedin.com/feed/update/urn:li:activity:7130946507607842817](https://www.linkedin.com/feed/update/urn:li:activity:7130946507607842817)

### What customers say:



"There are many tool vendors on the market. It's great to have a choice, but it makes tool selection more time-consuming. Fortunately, there's a shortcut, and we can save time by using structured information about the manufacturers and the tools from an objective source. We are more than happy to use it."

**Atilla Küçük**, CIO, LEONHARD WEISS GmbH & Co. KG

### What partners say:



"Many of our customers make significant long-term investments in ITIL which shapes their journey technically, structurally, and in terms of people. Naturally, tools aligned with ITIL are often viewed as a prerequisite. We see this in tenders, RFPs, and very early inquiries to ITSM vendors."

**Jon Stevens-Hall**, Principal Product Manager, BMC Software

## Benefits for Your Business

### > Industry Standard

Access the only authoritative and most trustworthy information about vendors and tools aligned with ITIL best practices. It comes from the owner of ITIL and is backed up by independent ITIL experts.

### > Verified Vendors' Expertise

Ensure that selected vendors have professional teams committed to evolving and improving their products in adherence to recognised best practices for customers' success.

### > Time and Effort Savings

Streamline the tool and vendor information gathering process. Allow more time for your specific needs and trust that basic ITIL processes are covered for you by the ATV accreditation.

### > Risk Mitigation

Minimise commercial risks by opting for ATV-certified software, ensuring compliance with intellectual property rights.

## How to Use Our List of Accredited Tool Vendors

ATV programme enables informed, risk-reduced decision-making by offering access to a **registry of ITIL-Accredited Tool Vendors**. Use the list during your tool selection process to save time and effort during the research and shortlist phase.

[Explore the list >](#)

## Accreditation Process

To accredit tool vendors, PeopleCert:

- › engages Accredited Tool Vendor Assessors (ATVAs) to assess the vendor's ITSM software against a set of specially designed functional criteria
- › verifies that the vendor has a qualified team with ITIL certifications supporting quality of ITSM implementation.

Currently, there are over **650 criteria** for the following **ITIL 4 practices**:

- Availability Management
- Change Enablement
- Deployment Management
- Incident Management
- Information Security Management
- IT Asset Management
- Knowledge Management
- Measurement and Reporting
- Monitoring and Event Management
- Problem Management
- Capacity and Performance Management
- Relationship Management
- Release Management
- Service Catalogue Management
- Service Configuration Management
- Service Continuity Management
- Service Financial Management
- Service Level Management
- Service Request Management
- Supplier Management

### What partners say:



"Our commitment is to assure customers that their investment in systems of work is optimal. As a vendor, providing this assurance is fundamental to our service."

**Akshai Anand**, Principal Solutions Engineer, Atlassian



## Accreditation Levels

The Tool Vendors achieve different levels of ITIL accreditation depending on two main factors:

- > The number and a set of ITIL best practices implemented in their tools.
- > The number of specialists with relevant ITIL certifications.

Level	★ BRONZE	★ SILVER	★ GOLD	★ PLATINUM	★ PLATINUM GLOBAL
Num of ITIL Practice Managers certificates	1	5	10	20	80
Num of ITIL How to Implement certificates	1	5	10	20	80
Num of ITIL Sales Professional certificates	1	3	5	10	40
Number of certified practices	1	3	9		12
Mandatory practices	-	-	CMDB	CMDB, SCM and SLM*	

(\*) Configuration Management Database, Service Catalogue Management and Service Level Management

Higher levels signify a commitment to quality and implementation of ITIL best practices in software development for IT management.



For further information, please contact us at [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org). We are available to support you every step of the way.

### What partners say:



"ATV accreditation is more than a label; it's a symbol of quality and global recognition. It distinguishes us in the market and aligns with the ITIL compliance demanded by our clients."

**Silke Theison**, Executive Board Member, DCON Software & Service AG





**Contacto de ventas:**

info@bpgurus.com

BP Gurus

T: +52 (55) 5061 4946

<http://www.bpgurus.com/>

PeopleCert