

TOPdesk named as a leader in enterprise service management

Research In Action's 2021 Vendor Selection Matrix is a survey-based methodology for comparative vendor evaluation by one of the world's leading research firms dedicated to educating business leaders in the areas of IT and marketing automation.

MELBOURNE – 9 June 2021 - TOPdesk, a provider of the highly rated cloud-based, out-of-the-box enterprise service management solution, has been named a leader in the 2021 Vendor Selection Matrix for Enterprise Service Management by global IT services and automation research firm, Research In Action.

Research In Action named TOPdesk:

A leader in the enterprise service management market (ESM)

The #1 solution for price versus value in ESM, and the #1 recommended product for enterprise service management, and

The highest rated of all enterprise service management vendors Research In Action analysed during 2021.

Research In Action noted in its ESM vendor report that TOPdesk is one of the few providers in the IT service management and ESM markets with years of experience and an extensive partner network. The report also highlighted TOPdesk's ability to help customers move beyond an IT service management approach and quickly embrace enterprise service management.

Research In Action interviewed 1,500 enterprise managers, including 50 managers based in Australia with budget responsibility in global enterprises. It selected only vendors that achieved the best evaluation scores from buyers and disregarded vendors with fewer than 15 evaluations. A total of 20 vendors were included in the Research In Action report.

"TOPdesk has a mission to foster and nurture solid relationships with its customers by working in partnership to achieve ongoing improvements," said Eveline Oehrich, Research In Action's research director and the report's author.

"The survey respondents, which spans 1,500 global IT decision makers, have propelled TOPdesk into a leading position in the enterprise service management market. TOPdesk's experience, passion, and solutions continue towards its success, now and in the future."

Marian den Ouden, General Manager for TOPdesk in Australia and New Zealand said, "We are proud to be named a leader in enterprise service management solutions. Achieving this recognition from the highly regarded firm, Research In Action is a real coup for TOPdesk."

"TOPdesk is committed to creating ESM solutions that allow different service departments within an organisation to work together and deliver a better service experience to their employees and customers."

TOPdesk helps organisations improve service management processes by providing a user-friendly self-service ESM solution and offers comprehensive support and guidance through a continuously updated and maintained cloud platform. This allows for improved services and a high-quality enterprise service management solution, and a proven fast and efficient time for new customers to realise business value from the platform.

In January 2021, TrustRadius recognised TOPdesk for Best Customer Support and Best Usability, highlighting TOPdesk's effort to provide its customers with outstanding customer service throughout 2020.

Recently in March 2021, TOPdesk was named a Customers' Choice in the 2021 Gartner Peer Insights "Voice of the Customer": IT service management tools.

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About Research In Action

Research In Action GmbH is a leading independent information and communications technology research and consulting company. The company provides both forward-looking and practical advice to enterprises as well as vendor clients.

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Vendor Selection Matrix™ Disclaimer:

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About TOPdesk

Since 1993, TOPdesk has helped organisations improve their service delivery and create an environment where their employees can thrive. It does this with user-friendly, easy-to-integrate products that encourage working together and with a highly engaged team that thrives on learning, sharing knowledge and forming partnerships.

Today, there are more than 900 employees spread across 16 offices in 11 countries, helping a community of more than 4,500 organisations around the world deliver better services. Customers rate TOPdesk a 4.7 out of 5 on Gartner Peer Insights.

TOPdesk also has received an "Honourable Mention" in The 2020 Gartner Magic Quadrant for IT Service Management Report, has been named a strong performer by Forrester, and received the "2021 Best Customer Support" and "2020 Best Usability" awards from TrustRadius.

For more information, visit <https://www.topdesk.com>.

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