

# USU Portfolio for IT and Enterprise Service Management

# Greater Efficiency for Your Service Processes

Our IT and enterprise service management solution helps you digitalize and automate your service processes—fast, flexible, and reliable.

With broad functionality and high customizability, it's a perfect fit for midsize businesses, large enterprises, and IT service providers.

## Certified Excellence

Our solution is fully ITIL® compliant and certified by PeopleCert.

With 19 certified practices, we've reached the highest certification level.

That means: our software is powerful, reliable, and future-proof—developed in Germany.





## More Features, More Possibilities

Beyond the standard ITIL® practices, our solution includes modules for:

- Software license management
- SaaS management
- Financial management
- FinOps
- IT monitoring

You get a complete service management system—all from one provider.

## Recommended by Top Analysts

- Included in Gartner's ITSM Market Guide 2025
- Rated as a Strong Performer in the Forrester ESM Wave 2023
- Ranked #3 globally in 2025 by Research in Action—with the highest customer satisfaction

## Fits Any Department

Whether it's IT, HR, facilities, marketing, or customer service—our solution works across all service teams. You can even manage machines, office equipment, and other non-IT assets centrally.

## Built to Adapt

Start with proven standards and tailor your solution as needed. Prebuilt interfaces get you up and running quickly, and open APIs make integration seamless.

## Let's Evolve Together

We listen. Our customers help shape our products through user group meetings, the USU World conference, or direct feedback in our community.

## Cloud or On-Premises? Your Choice.

Run your solution in the cloud or locally—whatever fits your organization best. And if things change, switching between deployment models is easy.

## Smart AI Included

AI-based assistants support your teams and end users. They handle routine tasks and reduce workloads—especially when skilled staff are hard to find.

## Everything from One Source

We develop our software ourselves, implement it with you, and support you every step of the way—with expert services, support, and customer success management focused on your goals.

## Innovation Meets Experience

For more than four decades, we've helped companies master IT and enterprise service management. Our deep experience, technical know-how, and close customer relationships make the difference.

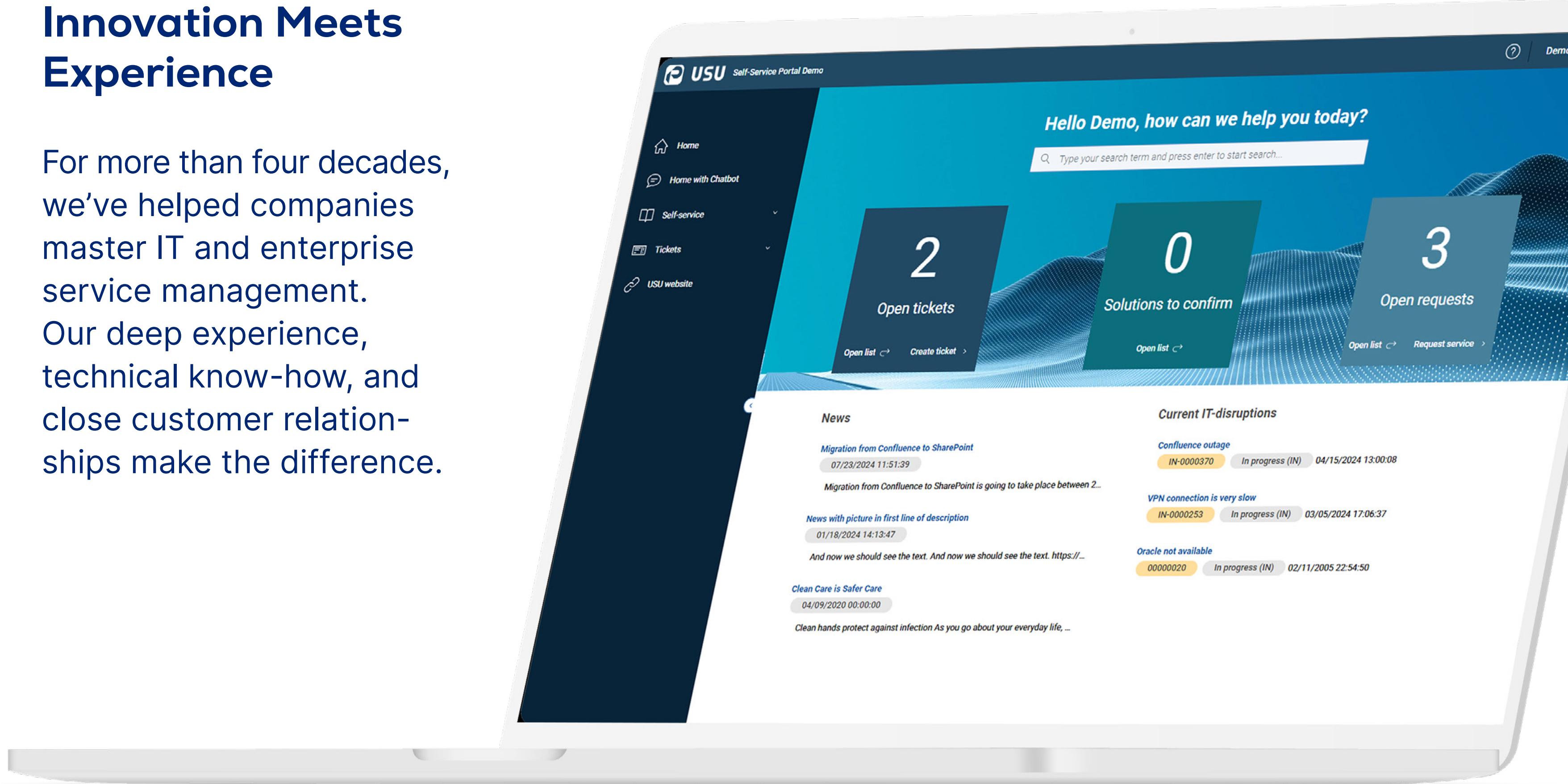


Fig.: Self-service portal for end user



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