

ITSM tool comparison checklist: 8 criteria to score your shortlist

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The eight criteria that separate ITSM tools most often in our comparison of the 10 best ITSM platforms, with the questions to ask each vendor, a scoring grid for three tools and where the 10 platforms stand today.

How to use this checklist

Start from a shortlist of two or three tools, not from the whole market. For each criterion, ask the vendor or its partner the questions below and keep the written answers.

Score each tool from 0 (not met) to 5 (fully met), multiply by the weight and add up. Adjust the weights to your priorities before you look at the answers.

The 8 criteria and the questions to ask

Tick each criterion once you have a written answer from every tool on your shortlist.

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Licence model

Who is billed: named or concurrent agents, or every user? Which modules are included and which are paid add-ons? Is there a public price list, a minimum term and a cap on price increases?

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EU hosting

Which EU region or data centre hosts your data? Is the list of sub-processors published? Which data stays out of scope (AI, account data, backups)?

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ITIL 4 certification

Is the tool listed in PeopleCert's ITIL 4 certified-software register? At which level, and are the practices you need among the certified ones?

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CMDB

What is the data model for configuration items and their relationships? Is discovery native or through a connector? How does the data stay current without manual work?

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Enterprise service management (ESM)

Can HR, facilities or finance run their own services with their own portal and catalogue? What does a non-IT agent cost?

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AI

What does the AI do for agents (classification, summaries, suggested answers) and for users (virtual agent)? Is it included or extra, and where is AI data processed?

**Microsoft 365**

Entra ID synchronisation and single sign-on, Intune devices in the CMDB, a Microsoft Teams app, Power BI and Power Automate: what works out of the box?

**Time to value**

How many weeks to the first live process for a scope like yours? Who does the work, the vendor or a partner? Ask for a reference of a similar size.

Scoring grid

Score 0 to 5 per criterion. Weighted score = score × weight; the tool with the highest total goes to the scripted demo first. The weights are an example.

Criterion	Weight	Tool A	Tool B	Tool C
1. Licence model	15%			
2. EU hosting	10%			
3. ITIL 4 certification	10%			
4. CMDB	15%			
5. Enterprise service management (ESM)	10%			
6. AI	15%			
7. Microsoft 365	10%			
8. Time to value	15%			
Weighted total	100%			

Where the 10 platforms stand

A starting point from our comparison of the 10 best ITSM tools. Scores from 0 to 5 are SMC Consulting's assessment; check every point against your own requirements.

Platform	EU hosting	ITIL 4 register	CMDB	ESM	AI for agents	Microsoft 365
HaloITSM	Yes	Yes	4/5	4/5	4/5	3/5
ServiceNow ITSM	Partial	No	5/5	5/5	5/5	4/5
Freshservice	Yes	Yes	3/5	3/5	4/5	3/5
Jira Service Management	Yes	Yes	3/5	4/5	3/5	3/5
TOPdesk	Yes	Yes	3/5	5/5	2/5	3/5
EasyVista Service Manager	Yes	No	4/5	3/5	3/5	4/5
Ivanti Neurons for ITSM	Partial	No	4/5	4/5	4/5	3/5
Xurrent	Yes	Yes	3/5	4/5	4/5	2/5
GLPI	Yes	No	4/5	2/5	1/5	2/5
ManageEngine ServiceDesk Plus	Yes	Yes	3/5	3/5	4/5	3/5

Source: SMC Consulting, comparison of the 10 best ITSM tools, updated 18 September 2026 (www.smcconsulting.be/news/best-itsm-tools-for-it-service-management). Every fact and score is sourced on that page.

Licence model and time to value

Platform	Licence model	Time to value
HaloITSM	Per agent (named or concurrent), all modules included, unlimited end users and portal users.	SMC Consulting's own comparison guide rates HaloITSM implementation time to value as 'Adequate (8–16 wks)' for a mid-market ITIL scope.
ServiceNow ITSM	Per named 'fulfiller' who resolves tickets; requesters are unlicensed. A 2026 rename swapped Standard/Pro/Enterprise for Foundation/Advanced/Prime tiers.	Independent guides put a single ServiceNow ITSM module live in 3–6 months, with large multi-module transformations taking 12+ months.
Freshservice	Per named agent, tiered by plan (Starter/Growth/Pro/Enterprise); higher tiers bundle more modules; only agents are billed, not end users or portal visitors.	Freshworks states that 80% of customers go live within 90 days of starting implementation.
Jira Service Management	Per-agent tiered licence (Free/Standard/Premium/Enterprise); "customers" (end users) on the self-service portal are unlimited and free.	Atlassian markets self-serve setup as "configure, click, and get going in minutes"; no official implementation timeline is published for mid-market ITSM scope.
TOPdesk	Per named 'agent' who can create or edit tickets; view-only light agents and all end users are unlimited and included at no extra cost.	TOPdesk's reviews page still cites a 2020 Gartner note on the shortest implementation timeline (10–25 days) among reviewed vendors.

Platform	Licence model	Time to value
EasyVista Service Manager	No published licence model; EasyVista does not state on its own pricing page whether seats are named or concurrent, or which modules bundle by tier.	No published typical project duration; EasyVista markets 'flexible, codeless technology' but leaves implementation timelines to the sales quote.
Ivanti Neurons for ITSM	Priced per agent licence, named or concurrent, for staff working tickets; end-user self-service access is typically bundled or nominal.	Full rollouts with integrations (Intune, SCCM, ITOM) commonly take several months; Ivanti publishes no week-to-value figure for a standalone ITSM configuration.
Xurrent	Two user types: Platform Users (end users) and Specialist Users (agents); modules are bundled per tier, not sold as separate add-ons.	Case studies cite a two-week go-live (Axsos) and a 24-day IT-support rollout (Hasselt University) for focused service-desk deployments.
GLPI	Core GLPI is GPL v3 open-source software with no per-agent licence fee; GLPI Network is a separate paid subscription for cloud hosting or self-hosted support.	No vendor-published time-to-value figure exists; SMC Consulting estimates a full self-hosted rollout with SLAs and rules configured needs 6-10 weeks with an integrator.
ManageEngine ServiceDesk Plus	Per named technician licence, billed monthly or annually; there is no restriction on the number of IT end users; some modules are edition-gated or paid add-ons.	The vendor markets a 60-second templated setup for new department instances; SMC Consulting has no independent benchmark for a full mid-market ITIL rollout.

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Want a shortlist for your context?

Answer a few questions about your team, your current tool and your must-haves. A senior ITIL v4 certified consultant at SMC Consulting comes back to you with a first shortlist of two or three tools and a time to talk it through.

[Get my ITSM shortlist →](#)