

itSMF BELGIUM ANNUAL CONFERENCE 2011
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Leadership leads the way

Speaker : Dirk Craen, Director EMEA, Softlib



Title of the presentation : Accelerating Service while reducing costs through intelligent, multi language, knowledge delivery

Summary of the presentation :

Softlib service suite delivers knowledge on demand to end users and experts. Our intelligent software solutions Pinpoint focused knowledge, either automatically or manually, so that Support teams, Operations teams and IT teams can respond to issues faster and without the help of additional experts. The Softlib software solutions are Add-on solutions to existing IT frameworks, whether Cloud or on-premise, and deliver quick and immediate ROI.

Our customers include leading organizations around the globe such as Allianz, Cisco, Deutsche Bundesbank, France Galop, Mutua, Converse, Doe Run and others.

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