

October 13, 2023 – Company announcement

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New Partnership between Consist and SysAid

Consist and SysAid announce a new partnership bringing the power of advanced Generative AI-based IT Service Management to the DACH region.

Kiel – The new strategic alliance meets the growing demand in Germany, Austria and Switzerland for comprehensive, ITIL-compliant service management solutions that allow IT professionals to work smarter and be more productive.

Consist is pleased to announce its partnership with SysAid Technologies Ltd., a leading provider of IT and enterprise service management solutions, to deliver a best-in-class service management platform, driven by Generative AI, to companies and industries of all sizes in the DACH market.

This partnership will combine Consist's track record as a turnkey solutions provider that fulfills unique customer needs, with SysAid's expertise and over 20 years of global experience working with IT organizations to mature and streamline service delivery and bring value across their companies.

Adoption of the digital workspace has put IT at the front and center of the enterprise. This has forced IT departments to scale and mature service management in order to create an outstanding employee experience and deliver measurable outcomes across the organization. A key enabler is IT service management that efficiently and correctly manages tickets so IT staff can focus on more strategic work.

Consist Software Solutions GmbH
A Consist World Group Company

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Company location: Kiel
HRB Kiel No. 3983

Management:
Daniel Ries
Jörg Hansen

Press Release

SysAid uses Generative AI and automation to help teams across the organization smartly and efficiently handle the day-to-day tasks and deliver on the strategic initiatives that move needles.

"SysAid enables us to close a crucial gap in our offerings portfolio. With its fast time to value and its award-winning user satisfaction, we are now in a position to help our customers in reducing their experts workloads and thus access resources for vital change processes." says Nicolas Dohrendorf, Director of Products and Delivery at Consist.

"We are thrilled to work with Consist to lead organizations in the DACH region on a transformative journey towards AI-driven organizational processes and services, infusing intelligence and ease in the workday," said Avi Kedmi, CEO of SysAid. "Across the organization, we orchestrate service management that uses Generative AI to tap into specialized data, accumulated from thousands of customers and millions of users. This unique domain expertise empowers employees to focus on value-driven tasks, and turbo-charges organizational productivity".

About SysAid

SysAid is a service automation company that provides software for IT teams to control all aspects of service management. From ticket sorting through workflows that eliminate the need for manual repetitive tasks, and empowerment of users to resolve common IT issues. SysAid service automation enables faster service, lighter workloads and a smoother experience for admins and users alike. And beyond IT, wherever there is a service – from HR to Procurement – SysAid makes things run smarter. With over 5,000 customers, SysAid partners with organizations ranging from small businesses to Fortune 500 enterprises across 140 countries. For more information, please visit www.sysaid.com.

This press release contains 2992 characters (including spaces), with an average of 64 characters per line.

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You can also find it at <https://www.consist.de/en/company/newsroom/#press-releases>

More information:

- About Consist: www.consist.de
- About SysAid: www.sysaid.com

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Company Portrait

Consist Software Solutions is a specialist in Digital Transformation, IT Security, and Managed Services.

Our comprehensive range of services and solutions includes:

- IT consulting
- Design of IT architectures and IT landscapes
- Conception, development, and integration of custom IT solutions
- Support of applications and systems (from subtasks to complete outsourcing)
- Sale and distribution of software products

The more than 200 employees at Consist are characterized by sound know-how ranging from the most modern to legacy technologies.

Consist has more than 35 years of experience in the market, and has offices in Kiel and Frankfurt.

Portfolio



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Year of founding:	1983 profit center of Krupp MAK 1994 spin-off under the name Mak DATA SYSTEM Kiel GmbH
Managing Directors:	Jörg Hansen, Daniel Ries
Sales, employees:	29.4 Mio. € (incl. ITU 2022), 228 employees (2022)
Locations:	Kiel, Frankfurt (Main)
Subsidiaries:	Consist ITU Environmental Software GmbH, Hamburg