

Company History

Agiloft's vision was to enable the creation of custom, enterprise-class business applications without the need for custom programming.

Agiloft was founded with a strong focus on engineering excellence and absolute dedication to customer service. These values reflect the talent, experience, and commitment of its employees and partners. Unlike start-ups beholden to the short-term financial goals of their investors, Agiloft has enjoyed pure organic growth without investors. The company is debt-free, profitable, and growing.

Growth and Expansion

Founded in 1991, Agiloft initially worked on major development projects for Cisco, Compaq, 3Com and others before launching SupportWizard in 1996. The original application, SupportWizard, was designed to be a customer support and helpdesk application, but due to the platform's flexibility, customers began extending it to meet needs in other areas. The leadership soon realized how much overlap existed between enterprise applications. All applications need workflow, email integration, business rules, graphical reports, API connectors, etc. Only the data model differed from program to program. The tables, fields and workflows were specific to each application.

If it was possible to define custom data models that automatically inherited the core functionality, it would be possible to create custom business applications without reinventing the wheel each time.

A New Kind of Software

The key to success was enabling deep customization without programming. The primary cause of failure for enterprise software implementations is lack of software adaptability, a necessary component for meeting business requirements at a reasonable and predictable cost. Further, custom code makes systems costly to maintain and upgrade.

Agiloft's vision was to enable the creation of custom, enterprise-class business applications without custom programming. The team leveraged J2EE as the foundation for the adaptive platform and then built out-of-the-box applications on top of it.

Today, Agiloft solutions utilize industry best practices and benefit from years of experience the leadership gained by implementing a variety of solutions for customers. Because each solution retains the full flexibility of the adaptive core, they can also be rapidly customized to meet any business need. The result is that Agiloft is the only company able with the confidence to provide an unconditional satisfaction guarantee.

Formula for Success

With no debt or external investors, Agiloft is able to focus on the long term needs of customers, rather than the short term interests of investors.

Agiloft Today

Agiloft has enjoyed pure organic growth from the start and is debt-free and profitable. Over 2.5 million users now depend on Agiloft to manage their Service Desk, Contracts, Assets, Repairs, Changes, Billing, CRM, Regulatory Compliance, and custom processes.

Headquartered in Silicon Valley, Agiloft now has offices in the U.S., Russia, and New Zealand, as well as partners and resellers in the U.S., Europe, South America, and Asia.

Mission

To provide enterprise business applications that are guaranteed to go live on-time and on-budget, at less than half the TCO of other solutions.

Example: A company spent 9 months and \$250K developing an integrated system for time billing, RMA management, and customer support before they threw in the towel. We built an entire solution for them in one man-week, and they went live two weeks later.

Vision

To become the leader in enterprise business applications by removing the need for custom coding.

Example: Companies worldwide are using our solutions for Customer Support, Document Management, CRM, RMA management, and more. All these products use exactly the same code base. We provide a full range of APIs, but over 95% of our customers need no custom coding - everything is configured via the browser.

Values

Hire the best. Be the best. Act with integrity.

For More Information

Contact Agiloft today at 650-587-8615 or visit <http://www.agiloft.com> to learn more.



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About Agiloft

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's innovative applications for [Help Desk](#), [Contract Management](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <http://www.agiloft.com>.