

SoftLib Company Profile

Softlib is a pioneer and leading provider of Solution Identification software, enabling customers to reduce costs substantially by accelerating the time to resolution and reducing escalations in their support and helpdesk departments. We bring innovative and unique solutions to the support and service desk space that revolutionizes the way technical support is provided.

Established in 2002, SoftLib is a rapidly expanding, privately held Israeli company led by a team of experts in the fields of enterprise IT systems and information retrieval.

Softlib products are installed on thousands of computers worldwide. Among our customers are large financial institutions, telecom companies, technology vendors, insurance companies and government organizations.

Our flagship product suite is called iSolve. iSolve is a unique solution providing the ability to locate technical information quickly and reliably within a wide array of information sources such as internal documents, service desk systems, portals, file servers, emails and others. In addition, iSolve includes technology vendor documentation and allows an Internet Search to provide one point of access to all technical information.

Leveraging on a unique technical-information search algorithm as well as a ranking/display mechanism, iSolve's goal is to find the short list of technical information sources that are relevant for the issue at hand – which is the opposite from the typical search technology approach.

SoftLib is an international company with headquarters in Tel-Aviv, Israel, and offices in New York, USA and Antwerp, Belgium.

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