Need new helpdesk tool!

Every once in a while someone dares ask the old question "Need new helpdesk tool!". Then hell breaks loose.

All the vendors that trace the request will jump it, explaining that there's actually just one tool that would do the trick for the poor guy who started this. Some of them will play it open, but most will have covered their face.

The number of ITIL tools, or helpdesk tools, or ITSM tools if you like, is way over 300. At list.ly, a long list of tools was created, showing some [336 commercial products](). The list actually is a great example of the new social media. Visitors can rate the products and express their experience. Then others can track the voters and contact them if they're interested.

Funny things happen when lists like these become available. You can cast a vote in favor or against a product. First thing you see is that providers vote for their own product and against the competitor. But since this is a social list, it shows what you did.... Bad advertisement, for all who fell for it.

It's a bit different when the list shows free, open source products. There's many of those as well. The [list of free helpdesk tools]() already counts 57 free tools. Voters now have no (or hardly any) commercial interest in the product, so the quality of information of the ranking in this list may be more valuable than the one in the ITIL Tools list.

The number of available tools is growing all the time. New vendors are still entering the overcrowded playing field. It seems that either the ultimate tool hasn't been developed yet, or there's simply too much money to be made in this market.

Or both.