iTechSmart Architecture Map

Complete AI-Powered IT Operations Platform

From Data to Action in Seconds

Input Layer
Data Collection & Ingestion from Multiple Sources

Support Tickets

Zendesk, ServiceNow, Jira, Freshdesk integration for automated ticket analysis

`Auto-categorization` `Priority detection` `SLA tracking`

System Logs

ELK Stack, Splunk, Wazuh integration for real-time log analysis

`Pattern detection` `Anomaly alerts` `Security events`

Metrics & Monitoring

Prometheus, Grafana, Zabbix, Datadog for infrastructure monitoring

`CPU/Memory` `Network` `Application`

HL7 Messages

Healthcare integration messages from Mirth, Rhapsody, Cloverleaf

`Message flow` `Queue status` `ACK/NACK`

Alerts & Events

PagerDuty, OpsGenie, Slack notifications for incident detection

`Critical alerts` `Threshold breach` `Service down`

Code & Repositories

GitHub, GitLab integration for code analysis and CI/CD

`Code review` `PR analysis` `Build status`

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AI Intelligence Layer
42 AI Models | 11 Providers | Real-Time Processing

Diagnostics Engine

OSI model-based systematic troubleshooting with AI-powered root cause analysis

Layer-by-layer · Pattern matching · Root cause

Predictive Analytics

Machine learning models predict failures before they occur

Failure prediction · Capacity planning · Trend analysis

Automation Engine

AI-generated safe commands for auto-remediation

Script generation · Workflow automation · Safety validation

Security Scanner

Real-time threat detection and vulnerability assessment

Threat detection · Vulnerability scan · Compliance check

NLP Processing

Natural language understanding for tickets and documentation

Intent detection · Entity extraction · Sentiment analysis

Decision Engine

Intelligent decision-making for optimal resolution paths

Priority scoring · Resource allocation · Impact assessment

70% Faster Resolution | 85% Less Downtime | 99.9% Accuracy

Powered by 42 AI models from OpenAI, Anthropic, Google, Meta, and more

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Output Layer
Automated Actions & Intelligent Insights

Auto-Remediation

Zero-touch incident resolution with AI-generated fixes

Service restart · Config fix · Resource scaling

Ticket Documentation

Ticket Documentation

Automated ticket notes with resolution steps and root cause

Auto-notes Resolution steps Time tracking

Dashboards & Reports

Real-time visualization and executive reporting

Real-time metrics Custom reports Trend analysis

Smart Alerts

Intelligent notifications with context and recommended actions

Priority-based Multi-channel Actionable

Knowledge Base

Automated documentation and searchable solution library

Auto-generated Searchable Version control

Audit Logs

Complete audit trail for compliance and security

Immutable Timestamped Searchable

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Product Suite
6 Specialized Products for Every IT Need

iTechSmart Core LIVE

AI-powered IT troubleshooting for SMB teams. OSI model-based diagnostics with automated documentation.

$0-60/mo 2K+ users SMB focus

iTechSmart Ninja LIVE

Full-spectrum autonomous development assistant. 15 features, 42 AI models, VS Code integration.

$20-100/mo 50K installs Developers

iTechSmart Supreme LIVE

Self-healing infrastructure platform. Zero-touch incident response with 70% faster resolution.

$1.5K-6K/mo Enterprise Auto-healing

iTechSmart Enterprise LIVE

Unified integration platform. 12 enterprise integrations including SAP, Salesforce, ServiceNow.

Custom pricing Fortune 500 12 integrations

iTechSmart HL7 LIVE

Healthcare integration monitoring. Autonomous HL7 message flow management with HIPAA compliance.

Custom pricing Healthcare HIPAA compliant

iTechSmart Citadel Q4 2025

Sovereign digital infrastructure. Post-quantum encryption for government and defense sectors.

Custom pricing Government Air-gapped

$1.28M
Development Value

$7.1B
5-Year Valuation

70%
Faster Resolution

85%
Less Downtime

42
AI Models

6
Products

99.9%
Uptime SLA

24/7
AI Monitoring

Input Layer AI Intelligence Output Layer Products