



About Infraon Corp

Infraon Corp is a wholly-owned subsidiary of EverestIMS Technologies. Infraon provides an integrated SaaS-based product suite to help enterprises and telecom service providers automate their digital transformation journeys. With the Infraon platform, it becomes easy to scale modernization across simple or complex IT and network infrastructures.

For more information visit: www.infrao.io

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Infraon ITSM – a collaborative platform for service excellence



If different departments work in silos, it leads to subpar service experiences. Hence, the need of the hour is a unified solution that brings multiple IT teams together.

Infraon ITSM is an integrated and collaborative platform to help stop worrying about multi-department dependencies. You don't require certified engineers to deploy or manage this low-code ready-to-use solution. Get equipped instantly with automated workflows and unified service catalog capabilities to speed up request management.

What sets us apart?

Powered by an AI-led, user-friendly dashboard, Infraon ITSM enables your DevOps, IT, and business teams to work cohesively and respond to incidents or other issues on a 24X7 basis. It is one of the very few ITSM tools in the market that have been certified as ITIL compatible for 13 processes by Pink Elephant!

Empower teams to do more with less!

- ✓ Automate repetitive work & focus on SLAs
- ✓ Use smart ML-based recommendations to manage tickets
- ✓ Deliver NLP-based human-bot conversations
- ✓ Connect with new APIs for out-of-the-box functionalities

Key highlights

- End-to-end asset management - IT & fixed assets
- Low-code cataloging and searching
- Smart incident allocation
- AI-based chatbot for L1 replacement
- Easy external integration
- Multi-language ITSM support

infraon ITSM

Creating transformational impact with measurable outcomes



End-to-end, integrated IT Service Management Platform

Infraon ITSM provides SMEs, large enterprises & telecom companies with unified & proactive service capabilities.

Deliver integrated ITSM software experiences

Resolve 80% of tickets in one click

It's crucial for DevOps, IT, and business teams to proactively respond to incidents on a 24X7 basis without running into service siloes. Get an easy-to-use, real-time ITSM dashboard that can help your agents resolve 80% of tickets in just a single click!



Full ITSM automation with API connectivity

With end-to-end process automation, the need for agents to perform repetitive tasks is a thing of the past. Leverage fully integrated NLP-based chatbots for L1 replacement and connect with new APIs for out-of-the-box functionalities



Future-ready self-service

Fast and convenient self-service experiences can be a moment of truth for business users and customers. Deploy a code-free self-service portal with inbuilt self-resolution, an AI-Led knowledge base, and reports that provide macro/micro ITSM insights.



Unified service desk

Multiple users from different teams are involved in any typical ITSM journey – demanding the need for unified support. Empower service desk teams to manage events, faults, incidents, requests, changes, SLAs, etc