TRACK, MANAGE, AUTOMATE, CONTROL.

your business operations using **AGILE** methods through a highly efficient ITSM platform, thus transforming service delivery teams to business enablers.

infraonDESK
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PinkVERIFY™ 2011
13 PROCESSES

High Availability

Ensure uninterrupted service internally as well as to end clients through smart load-balancing process.

High Performance

Deliver high performance service by reducing resolution time and meeting maximum SLA.

High Scalability

Handle business expansion by seamlessly accommodating team growth with a rapidly scalable architecture.

MANAGE YOUR ASSETS

DEFINE BUSINESS HIERARCHY

AUTOMATE PROBLEM SOLVING

USE MULTITENANT ARCHITECHTURE

Empower your IT Service Management

A comprehensive ITIL based tool that enables your organization to shift from a manual & mundane help desk cycle to a business-driven and department-focused cross-functional enterprise service management system. With automated workflow management, extensive API support, integrated IT management features; Infraon Desk 2.0 is the key to transform your business services with increased productivity and maximum cost efficiency.

everest IMS
EverestIMS Technologies

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Benefits:

1. Unified Platform

Single platform to manage all IT services, processes and operations.

2. Flexible Framework

A framework that helps to easily deploy and continuously improve.

3. Lower TCO

Quick implementation, improved productivity and increased operational efficiency reduces the overall business service & maintenance cost.

4. Enriched ITSM Experience

Attain maximum customer satisfaction and provide delightful end-user experience through optimized performance, automated decision taking and real-time alerting.

Product Highlights:

- Dynamic & Configurable Workflows
- Catalog Driven System
- Centralized CMDB & Knowledge Base
- Self-Service Customer Portal
- Easy Offline Chat
- Available in Mobile App
- Multi-channel Support
- Seamless Integration with RESTful API

Incident Management

Reduce outages, improve agent productivity, meet SLAs, and manage the complete life cycle of IT tickets. Automate Incident workflows to let your IT technicians focus on other important tasks.

Problem Management

Perform root cause analysis based on visual timeline of events and find permanent solution for a problem. Reduce incidents, prevent service & business disruptions, increase staff efficiency & productivity thereby improving user satisfaction.

Change Management

Control organizational change processes from creating automated workflow, risk assessment, and approval hierarchy. Use a Change Advisory Board (CAB) workbench to schedule, plan and manage CAB meetings. Update CMDB & IT budgets on change completion.

Service Asset Management

Gain complete visibility of assets, infrastructure and their relationships with the CMDB. Find troubling assets, manage AMC, Warranty and SLA. Do a Location, Barcode & QR code based tracking. Improve system reliability and provide faster resolution through effective change audits.

Release & Deployment Management

Centrally manage project works and link releases with change. Plan releases, collaborate with teams, and track deployment activities easily. Ensure on time releases by automating processes that involve release & deployment meetings, managing schedules and entire work cycle.

Knowledge Base

Promote self-learn and increase self service by centrally publishing articles, solutions and FAQs. Collaborate among teams, provide access control on each article, and enable attaching of reference documents. Boost productivity with faster resolution time through quick knowledge access.

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User Management

Handle allocated work independently with appropriate escalation matrix. Self-service feature to reduce business downtime and enable proactive communication with minimal resolution time.

SLA Management

Create SLAs to provide quality services on time to your end users. Do intuitive SLA management and define escalation levels of hierarchy to ensure SLAs are met.
- Contract Management,
- Credit / Penalty calculations based on SLA contracts,
- Historical and Current SLA Compliance Reports,
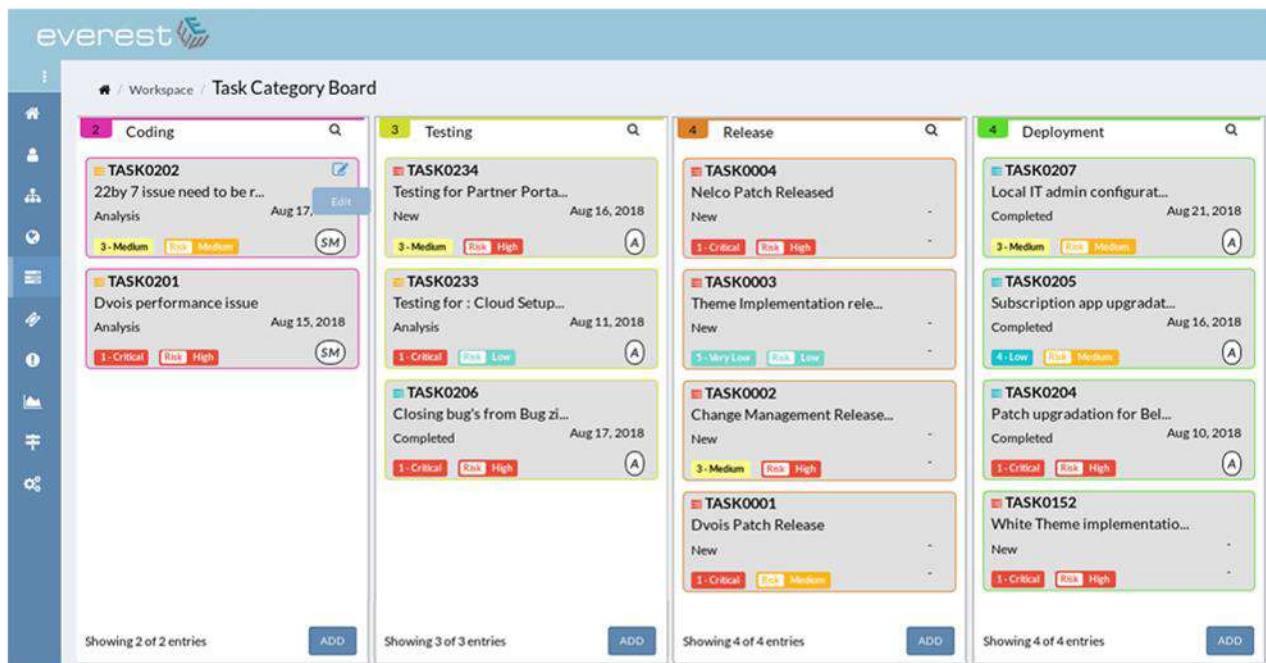
Get a superlative view of your project lifecycle

Stand-alone features which are now part of our standard ITSM product package :

Field Service Management

Generate on-field work orders for Onsite services and bookings. Track field service technician's geo locations and assign work based on proximity.

Franchise Management

Single-handedly manage all your franchises through a centralized dashboard to create, review and track tickets as well as service requests.

Task Management

Track and manage tasks from beginning to end. Prioritize & delegate subtasks, manage time and meet deadlines to increase team productivity.

Meeting Management

Schedule and manage meetings required by different departments. Capture every meeting details and auto release minutes of meeting to attendees.

Project Management

Centrally manage IT projects and releases. Identify dependencies & risks, manage resources, track project activities, to deliver projects on time.

Survey & Feedback Management

Create customer survey in minutes. Easily get customer feedbacks to improve system. Increase business by improving customer experience.

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Gain Realtime Insights into your IT service:
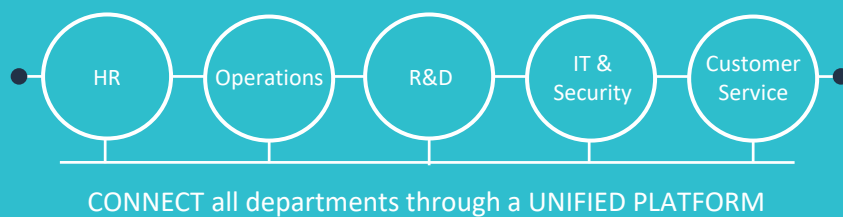

Dashboards & Reporting

A array of reports for detailed insights

- Real-time Alerts based on escalation matrix
- Role-based Access to relevant individualistic data
- Service-based catalogue driven workflows
- Configurable dashboards with multi-level drill down support
- Array of Data Analytics for Incidents of all types
- Search for specific Incident types and fetch relevant data
- Contract defined SLA reporting and tracking

PinkVERIFY™ 2011 — 13 PROCESSES

Infraon Desk has successfully passed the criteria for PinkVERIFY Toolsets, demonstrating 100% of the required functionality and documentation sets for 13 Pink-defined ITIL processes.

One tool and many capabilities for an enriched user experience :

HR — Operations — R&D — IT & Security — Customer Service

CONNECT all departments through a UNIFIED PLATFORM

ITIL COMPLIANT

CODELESS CONFIGURATION

INTER-DEPARTMENTAL APPROACH

FLEXIBLE PRICE PACKAGES

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