



ZService Desk

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Enterprise Service Desk | IT & Non-IT
Asset Management

Bundle happiness with
support services

The Challenge

Enterprises are undergoing a major shift in this digital era, driven by new competition, changing business models, more strict regulations & compliances enforcement, increased customer expectations for round the clock service & daily evolving security threats to breach data security & Privacy. This is forcing traditional organizations to rethink the way they do business and how they can adopt the technologies to do **digital transformation** of business processes.


As we have seen in the past there is uncertainty of doing the things in future, what we are doing today, and things may get changed drastically. It is a real challenge for the organizations to get ready for the major shift in no time.

The Real Growth

While new customer acquisition is important to grow the business, it is also equally important to retain the existing customers and make them confident to get engaged in larger context. Its time to make sure that you are **delivering excellent services** to current customers and prospects.

The Insiders

Employees are the most valuable assets for any organizations. Digital transformation makes employees more **productive and happier** by having them worked in more organized manner and by eliminating manual, time consuming and repetitive tasks.



***Change of workplace
brought new
challenges for support
functions.***

Digital Transformation Crafted for you

Enterprise ITSM & ITAM based on ITIL Framework

Improve the user experience and the way they get support

Happy users deliver the higher productivity. Support service plays crucial role whenever user is in panic situation and need support. While IT departments try to meet SLAs, they usually miss how good experience can be delivered during the engagement with user. ZServiceDesk Solution help users to log the incident or raise the request from various methods such as web, call, email, mobile, BOT, IVR etc.

Our Integrated AI & ML Bot can act as a virtual assistant and can provide the support on 24x7 basis to users. Users can track and have the visibility into the status of ticket, use the knowledgebase and provide the feedback to improve the services.

Get deeper visibility into support services & have higher control

To Manage support services better, it is must to have higher visibility into daily support operations. Our solution provides management dashboards, reports, and helps organizations to view actionable intelligence data which could be helpful to improve the support, deliver it faster, reduce operational cost & increase efficiency.

Make it easy for business users

With GUI based interface and super easy workflow, Our solution help business users can carry out all support related functions and track them such as creating incident, request, provide feedback, view assigned asset etc.

Enable support teams to deliver faster support

Most of the times organizations struggle in deliver the IT and Non-IT support due to frequent change of manpower, non-availability of right processes, unmeasured performance matrix, delay in access to the right solution. ZServiceDesk provides the complete workflow to manage all types of tickets and to deliver the support within service level agreements and close the tickets in faster manner using centralized knowledgebase.

Eliminate Manual processes and get your operational cost reduced

While delivering the support services to customer and business users, there are so many manual processes which takes time and due to absence of centralized management, it takes more time to close any ticket or to provide relevant information to user. Our solution helps organizations to reduce operational cost by eliminating manual processes, increase efficiency of support department, and increase business uptime.

“

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

– Maya Angelou

Increase User
Satisfaction Level up to

70%

Increase Service Level
timelines up to

50%

Increase efficiency of
support team up to

30%

Reduction in total cost
of operations up to

30%

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Enterprise Support Services

Establish NexGen Support Desk for Both Customers & Employees

ZServiceDesk helps Enterprises to setup a centralized support system to provide support for their customer & internal business users. Users can login the complaints or raise the incidents / requests via phone, email, web, IVR and BOT. Support teams can further prioritise, classify, assign, and investigate the issue with the help of centralized knowledgebase or fulfil the request post appropriate approvals.

IT Support departments can also manage the daily administration tasks, problem tickets or any changes that may occur in IT Infrastructure and application landscape.

While various support departments can deliver the SLAs to ensure tickets are resolved within stipulated time, User can also provide their feedback and can provide remarks to improve the quality of services. Basis on the SLAs & Feedback reports, Organization's key stakeholders can make the strategy on how to make customers and employment satisfied.



**GET COMPTETIVE EDGE BY DELIVERING
SUPPORT SERVICES TO CUSTOMERS,
INTERNAL IT & NON-IT USERS, USING
NEXGEN SUPPORT PLATFORM**

2 BOT Assisted Support

Trained for your Business Environment

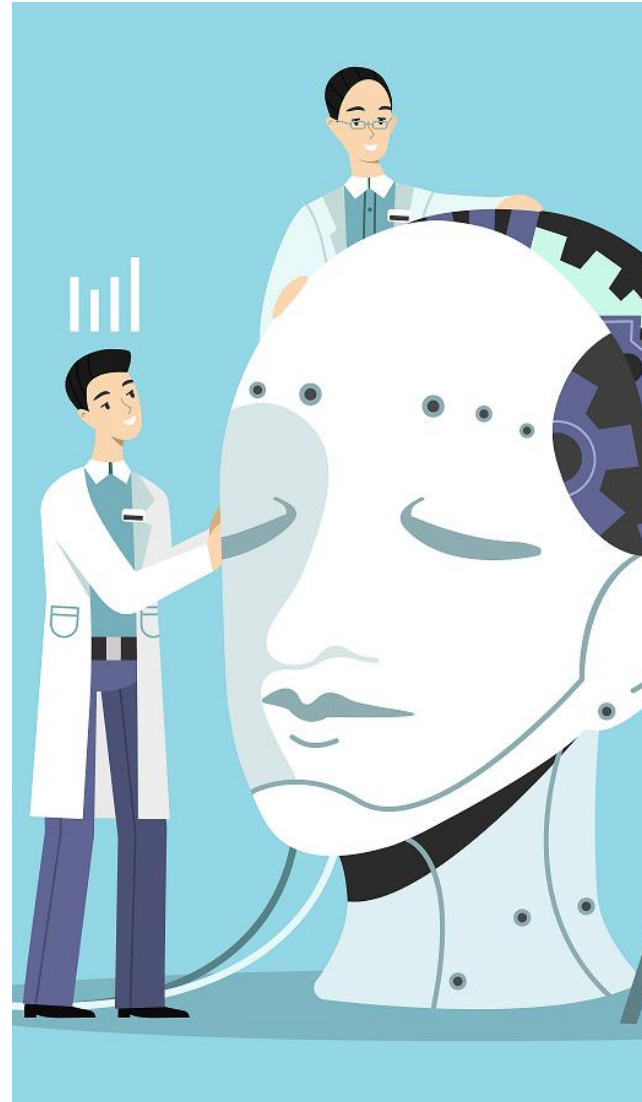
Deliver human like support with Virtual Assistants

BOT is a program which can act as virtual assistant on behalf of customer support executive and can do human like conversations with customers and internal business users. BOT can help organizations to enable the support functions running round the clock, and at the same time organizations can focus on how manual intervention of physical service desk can be reduced to save cost.

While human based support can manage few clients at a time and work on multiple shifts, BOT is capable to handle thousands of conversations at any moment and can be up and running at all the time, which results in less dependency on less human training and reduced operational cost.

ZServiceDesk AI & ML based BOT can be helpful in different use cases for different organizations. However most common use cases which can be delivered by BOT are, responding to queries, capture user inputs such as email and contact, create ticket, guide to the solution, redirect to URL, download the file etc.

BOT can be trained to learn your business environment and deliver the support to thousands of users at a time



#Great Experience #24x7 Support #Transformation
Reduced Operational Support Cost # Self Help

3

IT & NON-IT ASSETS MANAGEMENT

Manage Complete Lifecycle

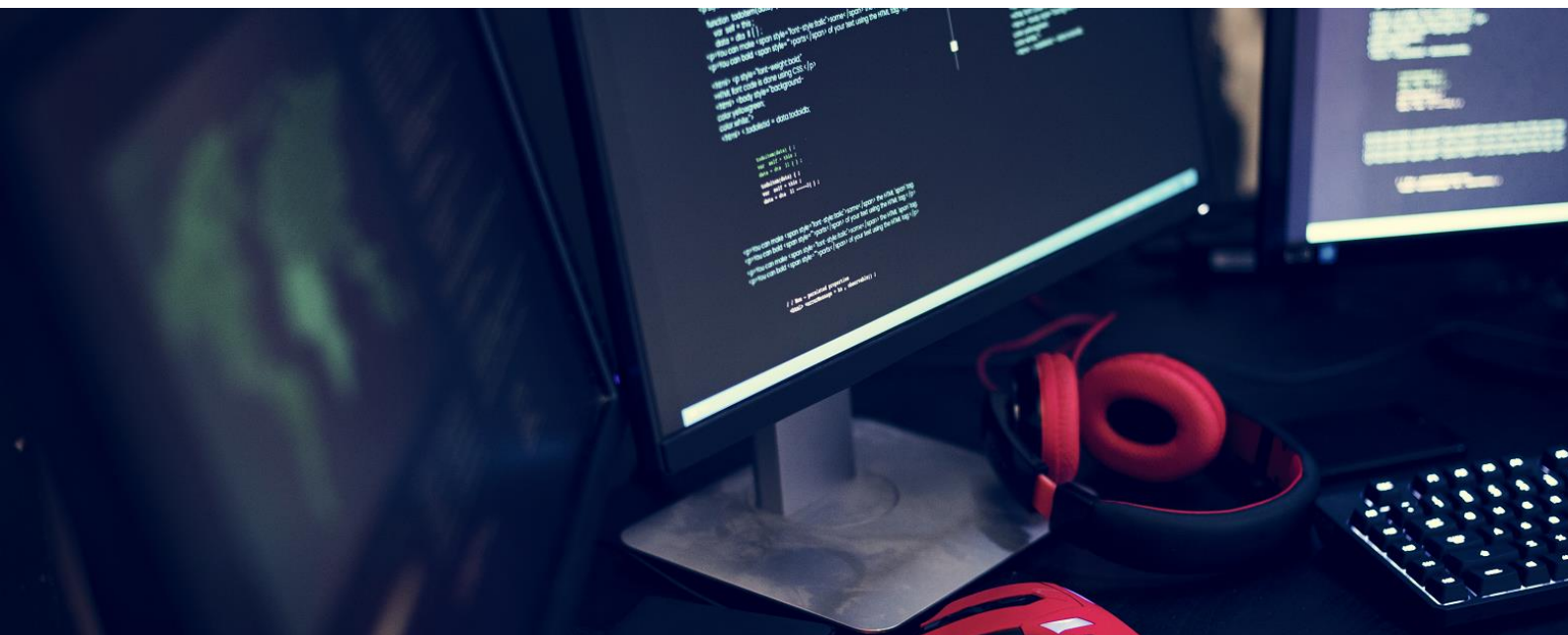
For the organizations with multi-location presence, managing the assets is most tedious task for them. In traditional way, most of the Organizations are still using spreadsheets to record the asset information etc. but still It is difficult to track the assets information and movement history, repair history etc.

ZServiceDesk enterprise grade asset management solution helps to manage all asset related information from centralized console and deliver intelligent dashboards & reports for asset manager and key management stakeholders.

Our Intelligent asset management platform can record the information such as asset location, type, user, warranty, status, documents, repair history, gate pass etc. For all IT endpoints (Window, MAC, Linux), it can discover the hardware information such as Make, Model, Serial No, HDD, CPU, RAM etc. and Installed software information automatically. It can help you to find out remotely which all device drivers are installed, or which services are running on PC.

Software compliances is also key area where most of the Organizations face the challenge while managing the software licenses manually. Our asset management platform can help Organizations to manage the license purchase related information and auto-discover the installed software in Organization environment and showcase the actual software metering. It provides the ease of management and help in achieving software related compliances.

- Reduce incidents with proactive measures
- Helps to meet regulatory compliances
- Reduced operational cost
- Eliminate spreadsheets
- Operate with more efficiency
- Achieve complete accuracy



Enterprise Service Desk

- Incident Management
- Service Request Management
- Task Management
- Problem Management
- Change Management
- SLA Management
- Vendor Management
- Contracts Management
- User Feedback Management
- Knowledgebase Management
- Document Centre
- Role Based Logins
- Multiple Support Departments
- Multiple Support Groups
- Multi-Location SLAs
- SLA Uptime Measurement
- HTML Email / SMS Notifications
- Approval Workflows
- Change Approval Board
- User Web Login
- User Asset Mapping
- AD / LDAP Authentication
- Local DB Authentication
- Asset & Tickets Mapping
- Advance Search Filters
- 30+ Inbuilt Dashboards
- Custom Reports
- Reports Scheduling
- Audit Logs
- Escalations
- Ticket logging (Email, Web, Call, BOT, IVR, Third-party Apps)
- Front-End Configurations Management
- IVR/SMS Gateway Integration
- Modern User Interface for ease of use
- Custom Fields

IT & Non-IT Asset Management

- IT Assets Management
- Non-IT Assets Lifecycle Management
- Asset Location, User, Finance Information
- Consumables Management
- Site Stock Management
- AMC / Warranty Notifications
- Gate Pass
- Vendor Management
- QR Code Printing
- Assets & Tickets Mapping
- Endpoints Performance Monitoring
- Bulk Assets Imports
- Preventive Maintenance Management
- HW/SW Information Auto-Discovery
- Asset Allocation/De-Allocation
- Stores Inventory Management
- Multi-Locations
- Asset Relationship
- Software Compliances
- Licenses Management
- Blacklisting & Whitelisting
- Documents Upload
- Repair History
- Audit Logs

Information Auto-Discovery

OS Supported – Windows, Linux, MAC

Make, Model, Serial No., CPU, No. of HDD & Usage, RAM details, OS details, Graphics, Printers, Audio etc.

Installed Software, Patches, Running Services, Device Drivers, Running Processes

Integrated BOT

- Incident Logging
- Respond to User queries
- Self-Guided Support
- Download Document & Drivers
- Redirect to URLs
- Capture User Inputs
- Track incident status
- Search Asset Information
- Trained to learn your environment

Key Reasons to BUY

- Enterprise Grade Web Application
- Highly Scalable
- Most flexible third-party integrations with more than 350 REST APIs
- Easy to Use Graphical User Interface
- Modular Approach to meet business needs
- Customization as per business requirement
- Available in On-Premise & Cloud Version
- Available in Annual subscription and perpetual models
- Lower TCO



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