

Creating transformational impact with measurable outcomes

# Track Manage Automate Control

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

## 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 is the key to transform your business services with increased productivity and maximum cost efficiency.

- ✔ Manage Your Assets
- ✔ Use Multi-tenant Architecture
- ✔ Define Business Hierarchy
- ✔ Automate Problem Solving

## 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.

## 24x7 Support

Round the clock customer support

## Delivery Models

Available in On-Premise & On-Cloud model



## Incident Management

Reduce outages, improve agent productivity, meet SLAs, and manage the complete life cycle of 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.

## 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.

## Benefits

1. Unified Platform Single platform to manage all IT services, processes and operations.
2. Flexible Framework that helps to easily deploy and continuously improve.
3. Lower TCO Quick implementation, achieve improved productivity and increased operational efficiency reduces the overall business service & maintenance cost.
4. Enriched ITSM Experience to attain maximum customer satisfaction and provide delightful end-user experience through optimized performance, automated decision taking and real-time alerting.

## Product Highlight

- ✓ 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 REST API

## Service Asset Management

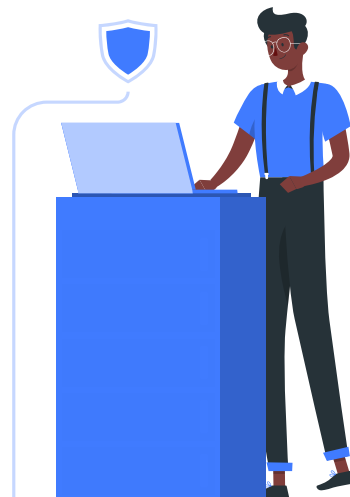
Gain complete visibility of assets, infrastructure and their relationships with the CMDB. Find troubling assets, manage AMC, Warranty and SLA. Do a Location, Barcode & QR code based tracking. Improve system reliability and provide faster resolution through effective change audits.

## 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.

## 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.



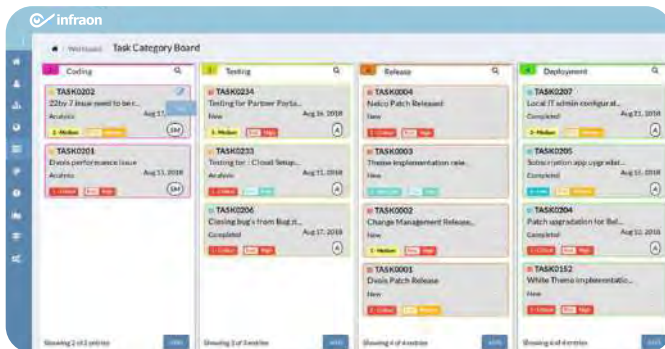
## User Management

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.

### Task Management

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

### Project Management

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

### Franchise Management

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

### Meeting Management

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

### Survey & Feedback Management

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

## Dashboards & Reporting

An array of reports for detailed insights

- Real-time alerts based on escalation matrix
- Role-based access to relevant individualistic data
- Service-based catalog 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



Infraeon Desk is certified in ITIL v3 for 13 processes by Pink Elephant and We support ITIL 4 Service Management Practices



## 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.infraon.io](http://www.infraon.io)

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