



**infraonDESK**

Powered by EverestIMS

InfraonDesk  
a flagship product of  
EverestIMS Technologies Pvt Ltd

*"An ITIL v3 based engine fully packed with features like Business Rules, Alerting, Knowledge Base, Help Desk Reports and critical processes including Incident, SLA Management, Service Catalog & CMDB. Queue based dynamic workflow with multi-department support enabling **proactive service management** across your organization."*

SERVICE DESK

SaaS



Unlimited Incidents



Catalog Driven



Dynamic Workflows



CMDB & Knowledge Base



Local NOC Support



Zero Setup Cost



ITIL v3 Based



AWS Protected



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### SLA Management

Create SLAs to provide quality services on time to your end users. Intuitive SLA management, proactively escalate to four levels of hierarchy to ensure SLAs are met.

### Franchise Management

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

### 3<sup>rd</sup> Party Integration

Get the most out of your ITSM operations by seamlessly integrating InfraonDesk's RESTful API with other critical business applications.

### 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.

### Configurable Workflow

Codeless configuration of incident workflows specific to each departments / teams to be in sync with your internal processes to make the service adoption a smooth activity.

### 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.

### Enriched User Experience

Quickly access and navigate to information through a responsive UI designed to ensure maximum efficiency at a cost-effective price with easy scalability.

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