



**infraon**DESK****

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.

#### **EverestIMS Technologies Pvt. Ltd.**

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