infraonDesk
Powered by Everest

Are you in the driver's seat of your ITSM?

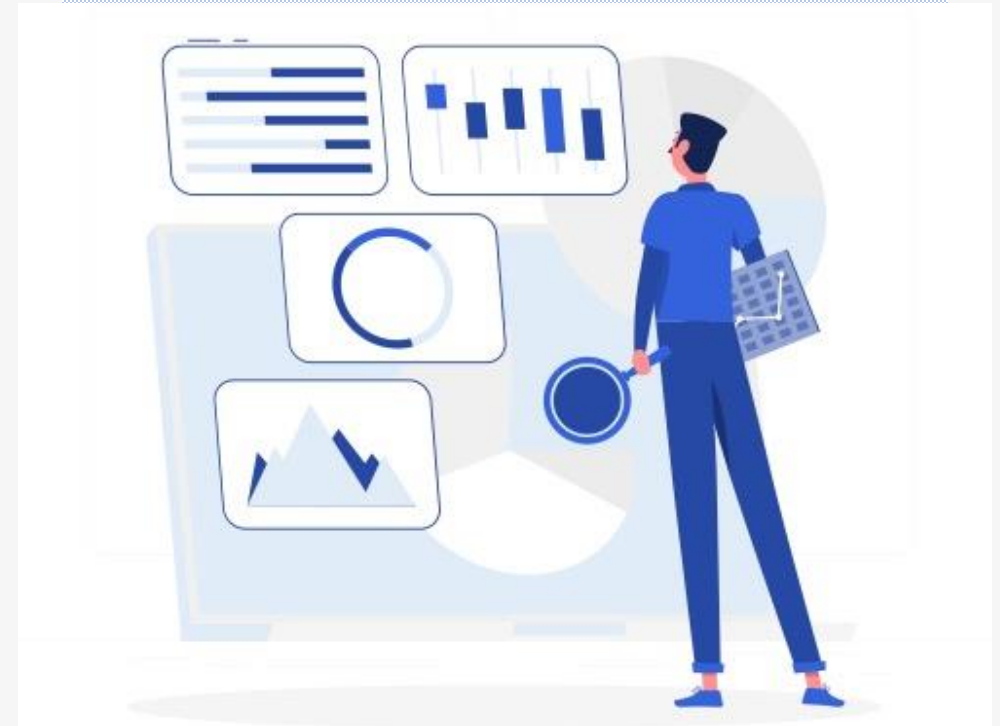**PRODUCT INSIGHT**

A glimpse into the world of ITSM

At the forefront, companies are successfully delivering cutting-edge products and revolutionary services.

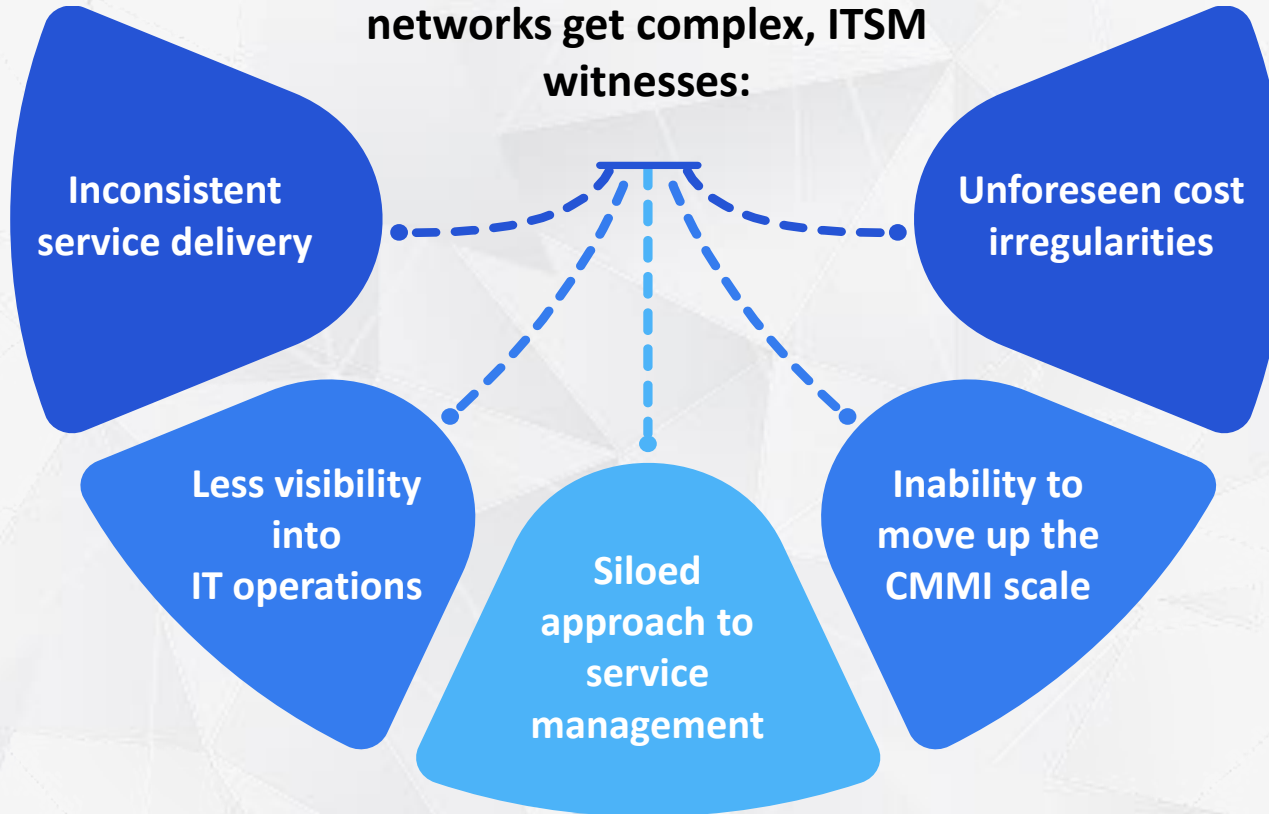And behind the scenes, the ITSM teams are making this possible.

Hard at work to maintain frictionless and fast communication, integration, and efficiency of systems, people, and processes.

But...

As organizations progress, human resources double, and systems and networks get complex, ITSM witnesses:

Inconsistent service delivery

Unforeseen cost irregularities

Less visibility into IT operations

Siloed approach to service management
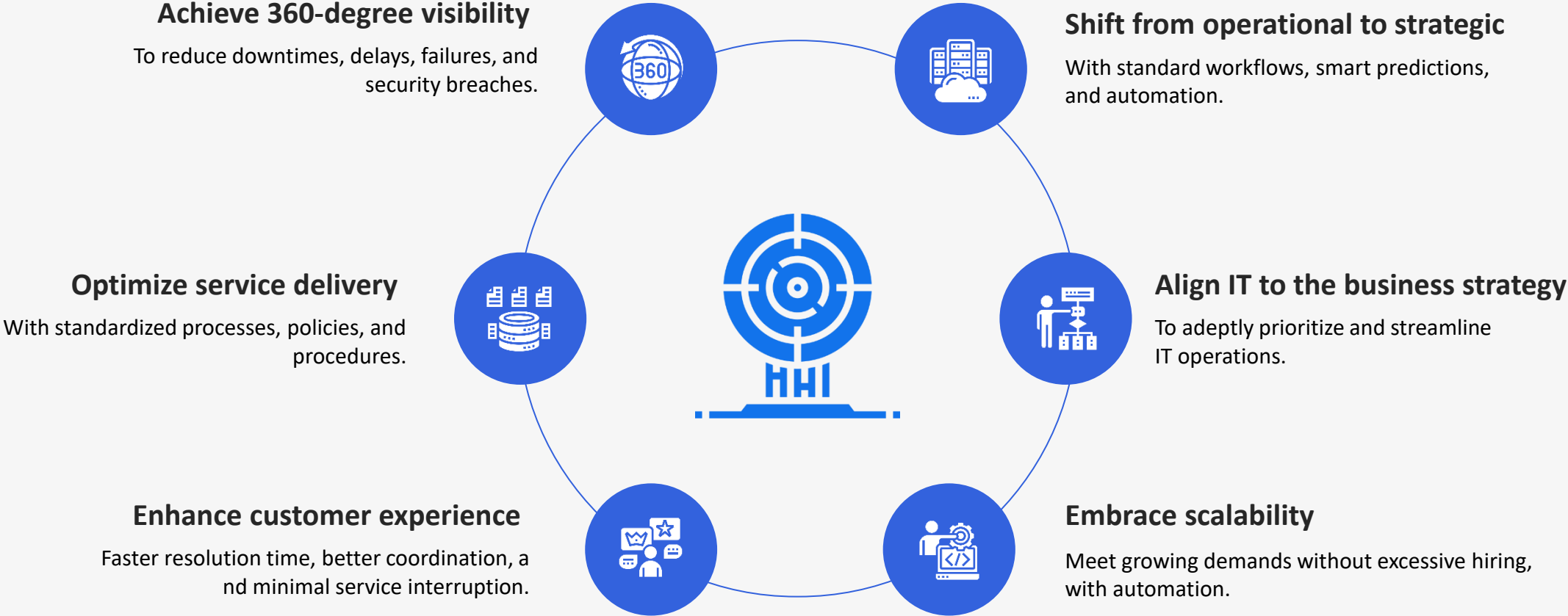
Inability to move up the CMMI scale

THE RESULT?

Loss of control over ITSM

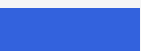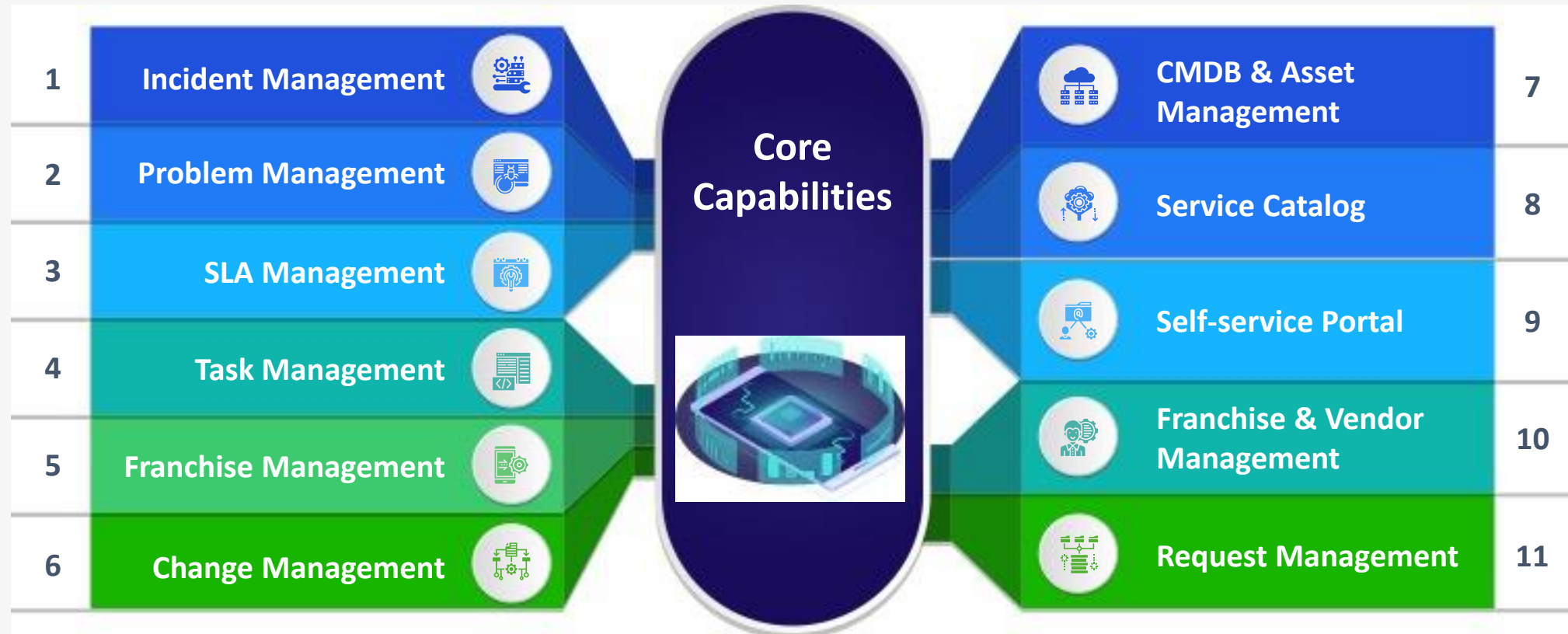Ultimately affecting a company's capability to consistently and innovatively deliver to its customers.

What happens when you get into the driver's seat of ITSM?
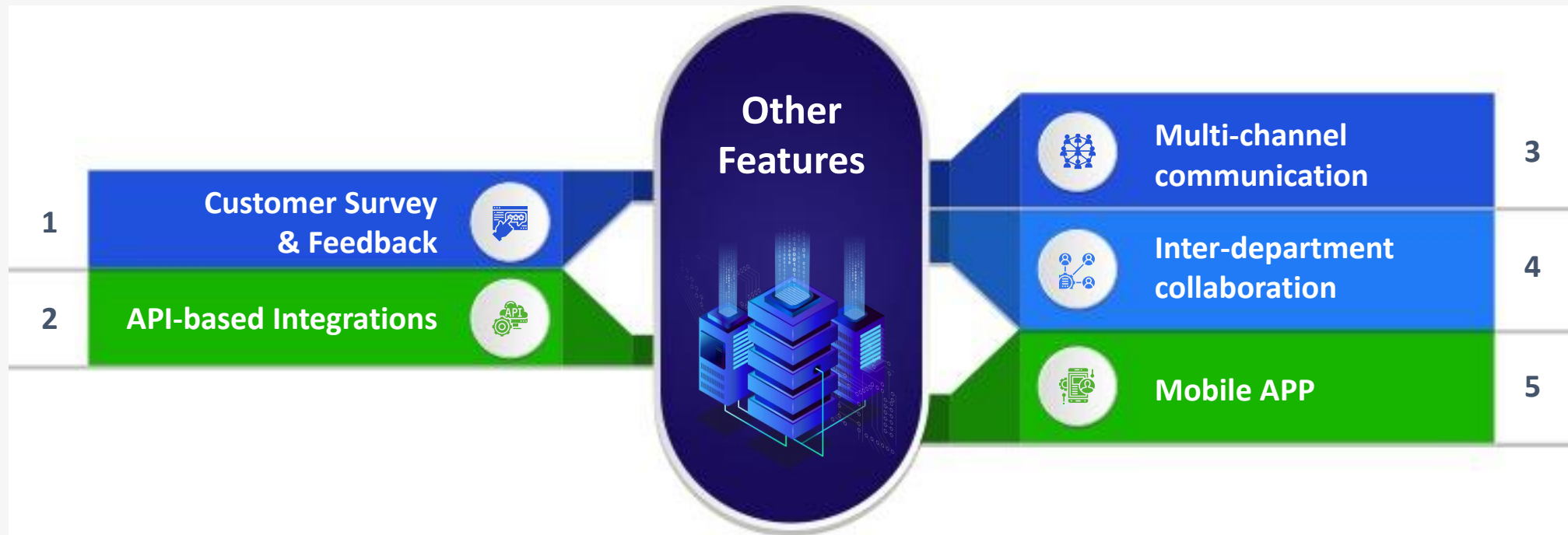
You gain unparalleled control over service management.

Achieve 360-degree visibility

To reduce downtimes, delays, failures, and security breaches.

Shift from operational to strategic

With standard workflows, smart predictions, and automation.

Optimize service delivery

With standardized processes, policies, and procedures.

Align IT to the business strategy

To adeptly prioritize and streamline IT operations.

Enhance customer experience

Faster resolution time, better coordination, and minimal service interruption.

Embrace scalability

Meet growing demands without excessive hiring, with automation.

Infraon Desk - Get into the driver's seat of your ITSM

Infraon Desk - Get into the driver's seat of your ITSM

Other Features

1 Customer Survey & Feedback

2 API-based Integrations

3 Multi-channel communication

4 Inter-department collaboration

5 Mobile APP

Incident Management

Effectively manage the incident lifecycle across your enterprise.

Achieve timely
resolution of incidents

Increase ease of logging and
resolving an incident

Enhance
efficiency

**With auto-assignment
and escalation.**

**With multi-channel incident l
ogging facility and dynamic a
lerts to stakeholders**

**With deep analysis and
intelligent classification of
incidents**

Problem Management

Smartly resolve repetitive incidents permanently.

Reduce business impact

By identifying the root cause of recurring incidents and providing permanent solutions.

Prevent potential incidents

Through extensive documentation, tracking & detailed classification.

Effectively manage the problem lifecycle

With detailed reports classifying incidents & documenting workarounds.

SLA Management

Match IT results with customer expectations.

Benefits

Take control of service quality

With timely SLA alerts and flexible templates.

Optimize resource spending

By managing critical and non-critical hour business support effectively.
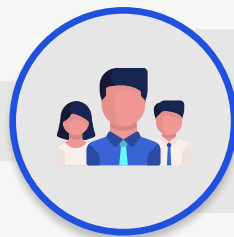
Quantify performance

With underpinning contracts & SLA reports.

Task Management

Stay on top of day-to-day granular tasks.

Effective

Achieve better inter-team collaboration
By tracking task progress within each incident.

Efficient

Track and prioritize activities
With daily activity tracking & time-tracking options.

Improved

Improve team efficiency
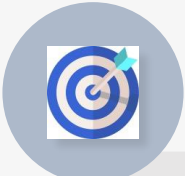With better management of tasks.

Franchise Management

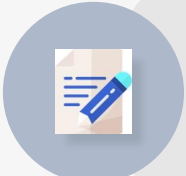## Unified management of your Helpdesk, 3rd party vendors & franchisees

Benefits

Seamless communication & action

With auto-assignment of tasks and real-time tracking.

Complete visibility

Through comprehensive franchise SLA tracking & reporting.

Frictionless information sharing

Through a knowledge base that's accessible even through the mobile app.

CMDB & Asset Management

Update & upgrade assets on time.

With access to asset data, usage, warranty, and history.

Real-time tracking of organizational assets

With in-depth asset detailing & user-to-asset mapping.

Proactively predict upcoming problems

With access to complete audit history of the assets.

Service Catalogue

Optimize service delivery across users.

Achieve superior quality in service

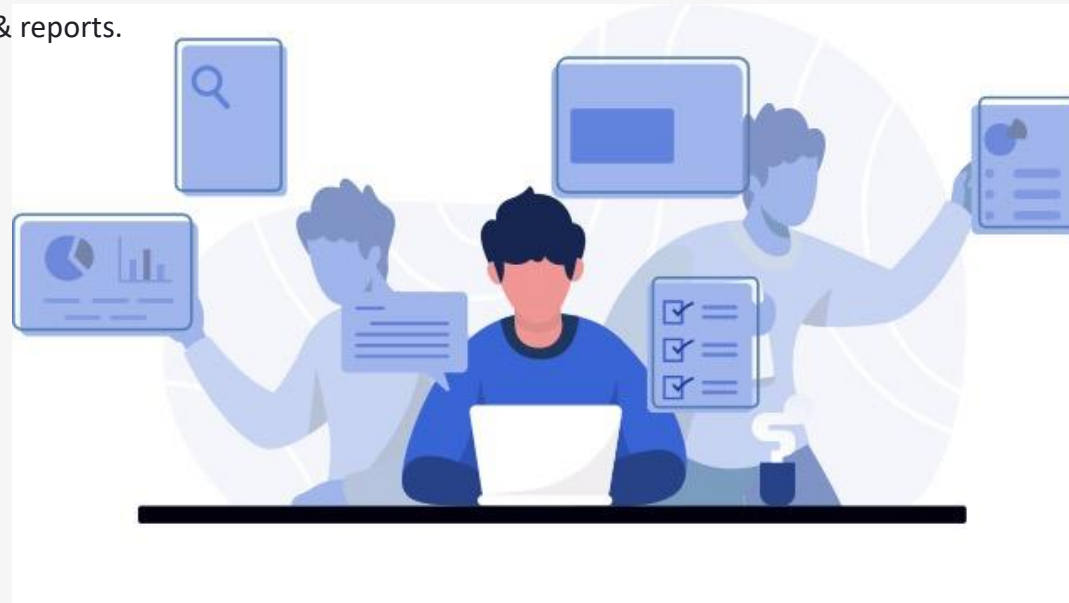With clearly defined service-based workflows & reports.

Achieve superior service

Centralized management of requests for new services

Reduce operational costs

With faster, standardized, and frictionless management of issues.

Reduce operational costs

Change 'issues' to service requests

Enhance customer satisfaction

With speedier resolutions & readily available information to pre-defined service issues.

Enhance customer satisfaction

Seamless ordering and delivery of services to end-users from Self-Service portal

Workflow Automation

Workflow Automation

Per-configured workflow for auto-assignment of tickets to respective support teams / engineers

Automatic highlighting of Knowledge Base article based on keywords

Multi-department process automation : ex. New employee on-boarding: HR, IT, Operations work in unison on their set of pre-defined tasks in a sequential manner to highly automate & accelerate the entire process.

Why Infraon Desk

Among the Top 10 ITSM tools globally

PinkVerify certified 13 processes

A flexible and easy-to-use interface

Customizable & scalable for different environments

Unique Whatsapp integration

One-stop-shop for internal end-user and external customer IT challenges

Superior, seamless cross-department collaboration

PinkVERIFY™ 2011 13 PROCESSES

Infraon Desk - Editions

BATTALION

- ✓ Incident Management
- ✓ SLA Management
- ✓ Knowledge Base
- ✓ Service Catalogue
- ✓ CMDB Management
- ✓ Franchise Management

REGIMENT

- ✓ Incident Management
- ✓ SLA Management
- ✓ Knowledge Base
- ✓ Service Catalogue
- ✓ CMDB Management
- ✓ Franchise Management
- ✓ Problem Management
- ✓ Change Management
- ✓ Release Management
- ✓ Task Management
- ✓ Project Management
- ✓ Meeting Management

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Thank you

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