infraon ITSM

Your IT infrastructure always on

Legal Entity: Infraon Corp (San Francisco, US)

Indian Entity: EverestIMS Technologies Pvt Ltd (Bangalore)

About Infraon

We are a global provider of SaaS products to simplify and accelerate the digital transformation journeys of enterprises & telecom companies.

Two decades of specialized domain experience in the I&O landscape

B2B products suite for IT Operations & Customer Success
ITOM, ITSM, Helpdesk, NMS, Uptime & ZTNA

Low-code, stress-free integrated approach to measurable innovation

GCC Brands that trust infraon

Brands that trust infraon

Technology

Xiaomi · NORDEN · BLACK BOX NETWORK SERVICES · CISCO · UST Global · TCS TATA CONSULTANCY SERVICES · STL · ASPIRENXT

Finance

Canara Bank · GEOJIT PEOPLE YOU PROSPER WITH · IDfy · FEDERAL BANK · Paytm Payments Bank · city bank making sense of money · UOB · SEBI भारतीय प्रतिभूति और विनिमय बोर्ड Securities and Exchange Board of India

Telecom. Manufacturing, Oil & Gas, Hospitality, Education ...

Yum! · KFC · Pizza Hut · TACO BELL · the Habit BURGER GRILL · LARSEN & TOUBRO · Hero · TOYOTA · ESSAR · इंडियनऑयल Indian Oil Corporation Limited

TATA · airtel · TM · maxis · Apollo PHARMACY · WALCHAND COLLEGE OF ENGINEERING · INDIAN INSTITUTE OF MANAGEMENT CALCUTTA

Business Problem in IT Operations and Services

More than 30% of IT Team's **time** spent on new **tool** identification and validation

Identification

40-50% of IT team's **time** getting **wasted** on integration/implementation

Implementation

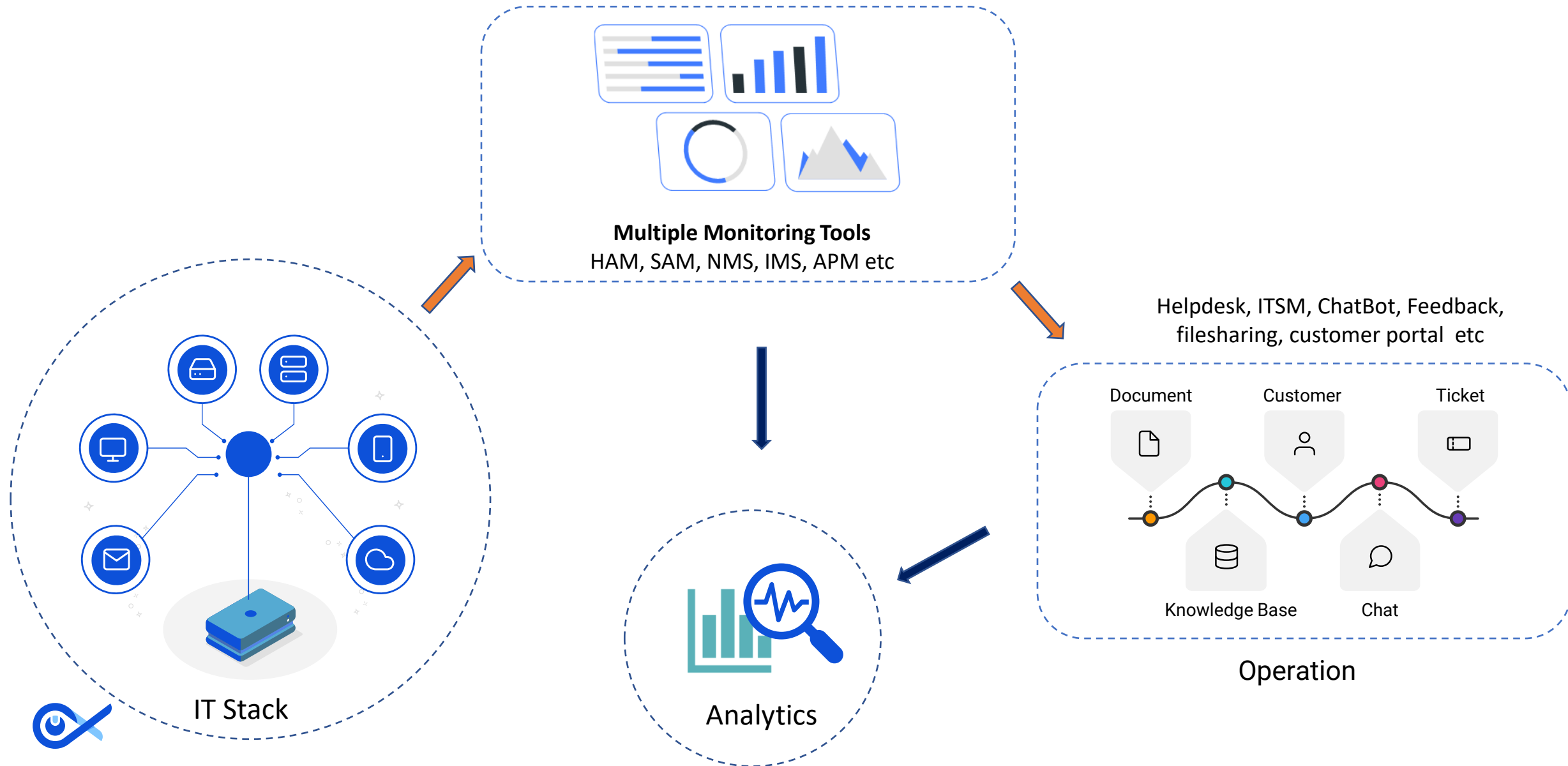**25%** of min monthly **time** spent on **excel** or script-based **reporting**

Operation

Wasted time is more expensive than money

-Paulo Coelho
Author of The Alchemist

How the IT Team works now

Multiple Monitoring Tools
HAM, SAM, NMS, IMS, APM etc

Helpdesk, ITSM, ChatBot, Feedback, filesharing, customer portal etc

Document   Customer   Ticket

Knowledge Base   Chat

Operation

IT Stack

Analytics

Impact

It's 2022, and ITOps is still in silos...

Lack of accurate data insights to demystify growing IT complexities & user volume

Lost in a maze of SaaS/on-premise products, but Still Silo Experience

Forced to change products based on growth and scalability

AIOps is still a buzzword

Not Objective based

There's a two-sided problem

76% of IT professionals say the **complexity** of the IT landscape is the biggest **barrier** to the **productivity** of their operations teams.

73% of business **leaders** feel there is a **direct link** between their **customer service** and **business performance**

Solution

infraon INFINITY

In the current fast-growing tech environment, A **well-managed and integrated IT infrastructure,** and a **Customer ecosystem** = Customer Success

- SaaS **modular product** with capability to **start small** and **scale high** and **wide**

- Integrated and modular platforms **reduces Time** in **identification**, **integration** and incident **resolution**

- **AI** driven system to give key intelligence in **Customer success**, **Noise reduction/ Remediation**, **Prediction,** and **Planning**

- **OKR** friendly system to cater to company goals

With **Infraon Infinity**

IT Stack

Agent

Customer

Knowledge Base

Bot

Objectives

Document

Analytics
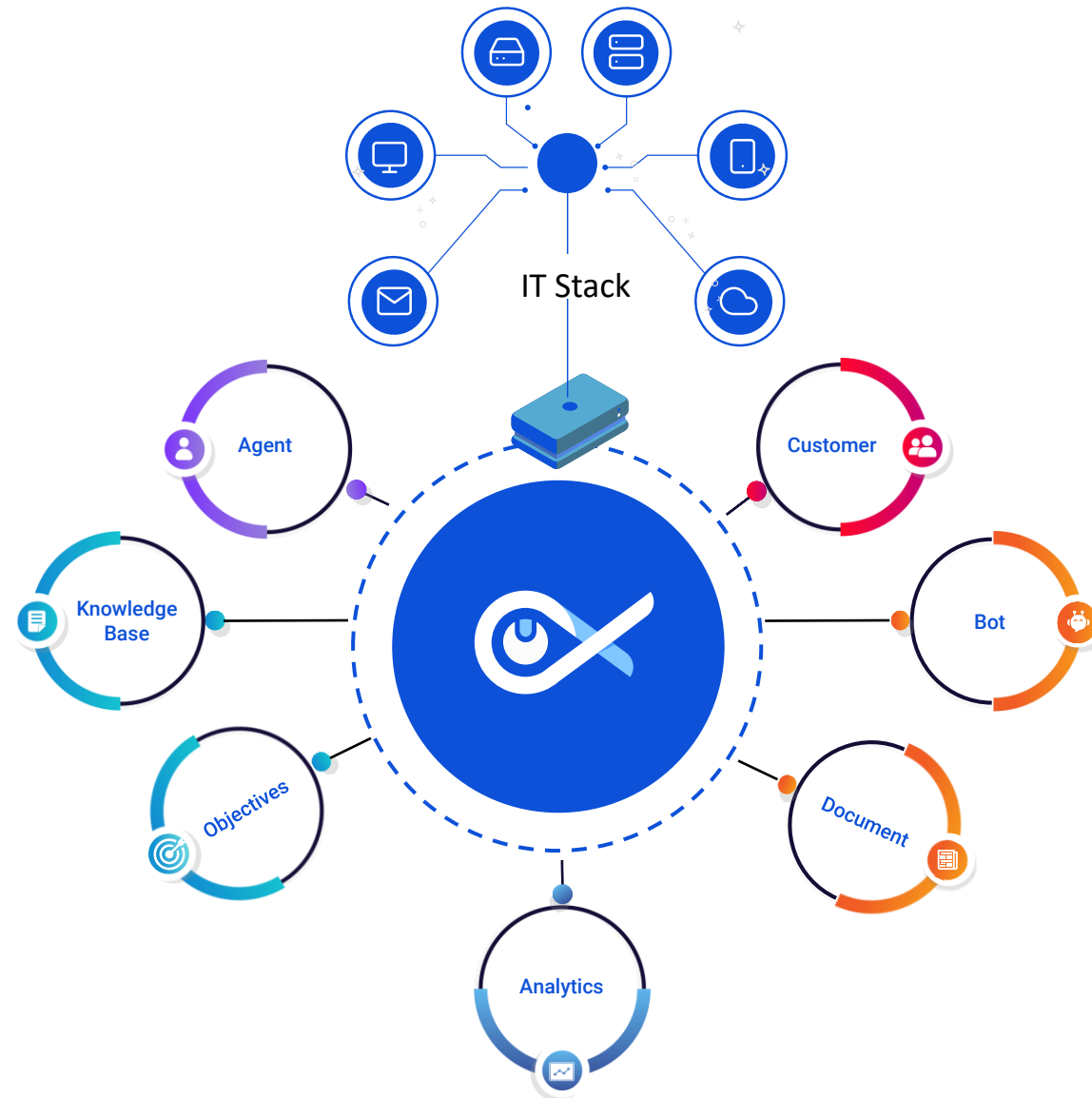
IT
+
Customer
+
Internal
Operations

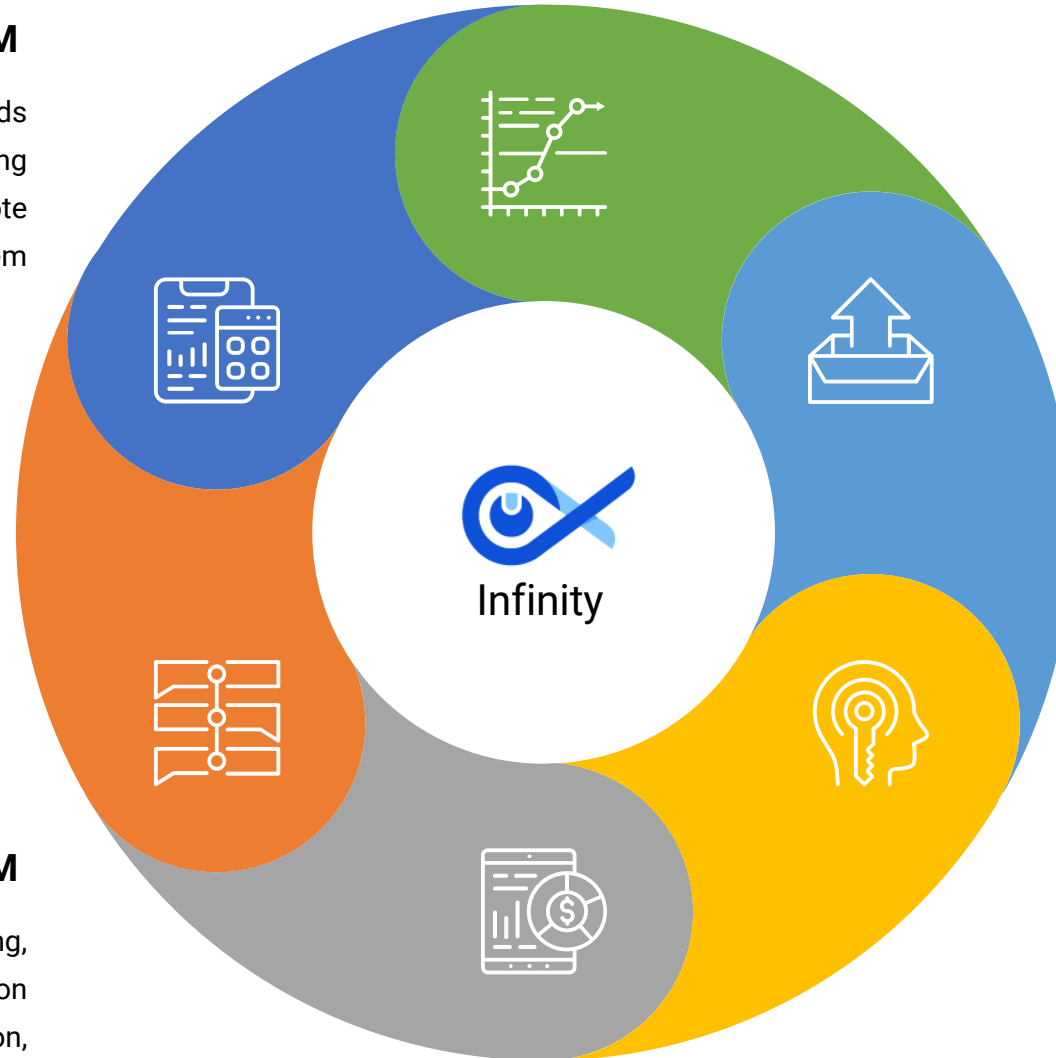# Infinity: Sub-Products

Infraon RMM

A complete platform satisfies all the needs of a MSP for remote monitoring management, RDP, Network remote access and security compliance system

Infraon Assets

Entry product for IT and Non-IT asset management, which gives complete visibility to the assets, current value and upcoming expenses
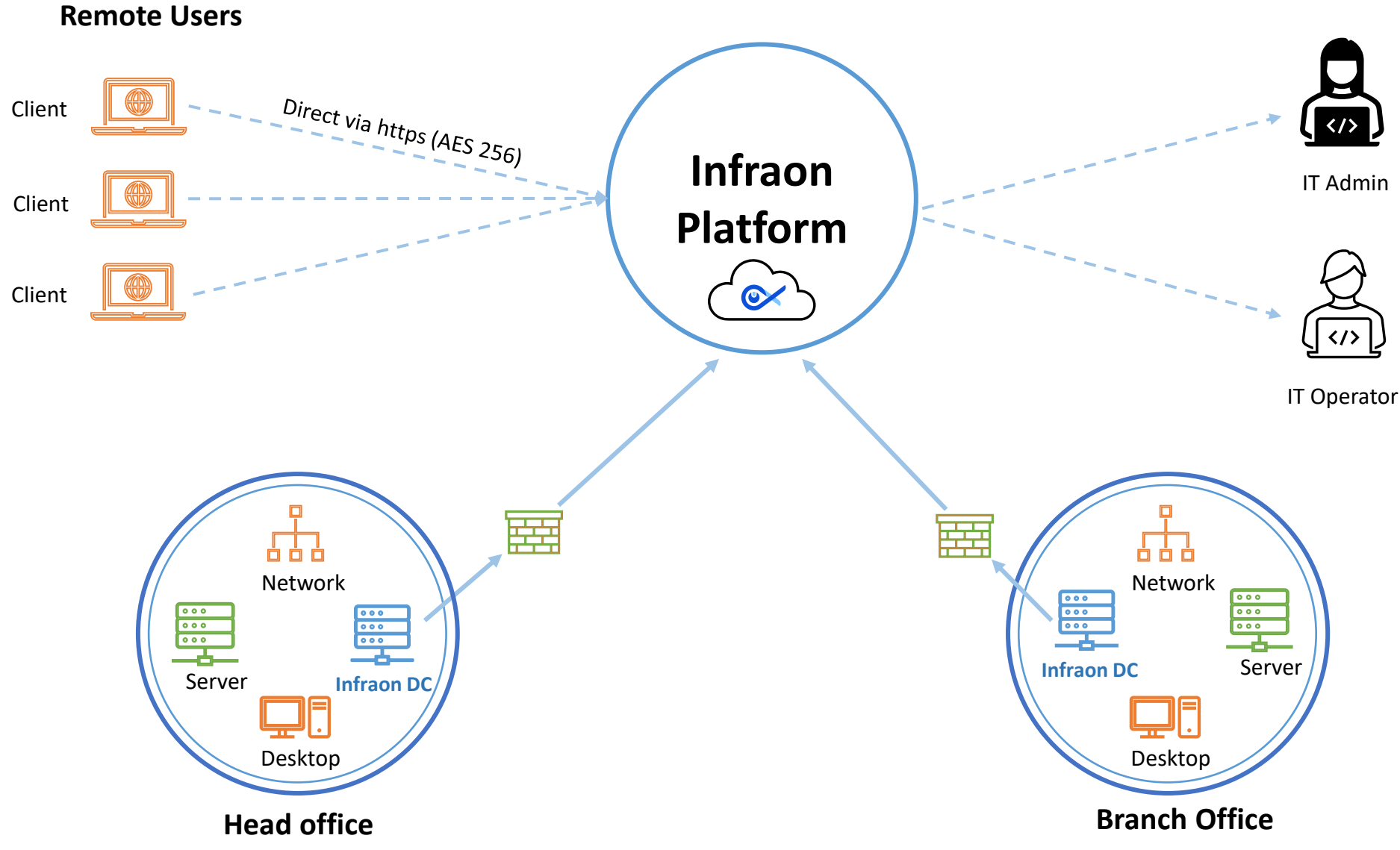
Infraon OSS

Complete OSS suite with multivendor support for consolidated inventory, Events, performance with advanced correlation and analytics

Infraon ITSM

Entry product for customer support, easy to use UX, and AI assistance with KB to accelerate the agent's performance

Infraon ITIM

Complete IT Stack monitoring, management, and provisioning automation product with AIOps for noise reduction, planning and prediction.
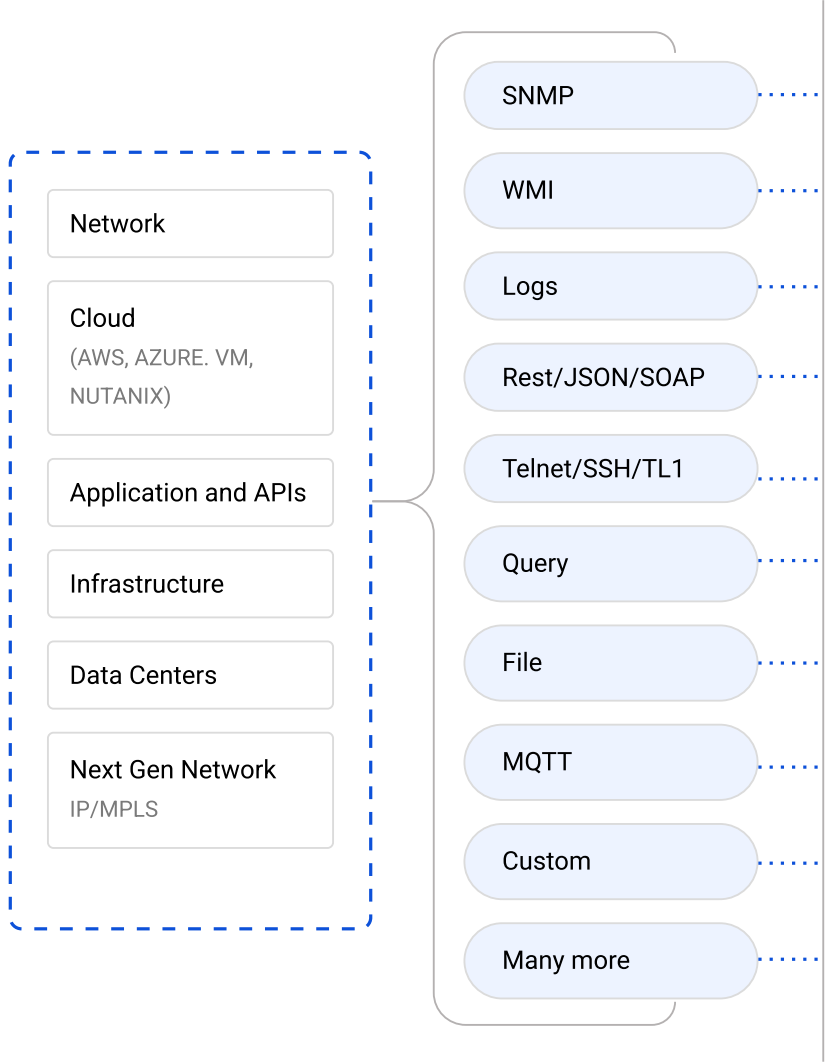
Infraon DEX

Digital Employee Experience platform which reduces the friction in IT and End users. Helps IT team to identify and solve before the user reports the issue.

Infinity

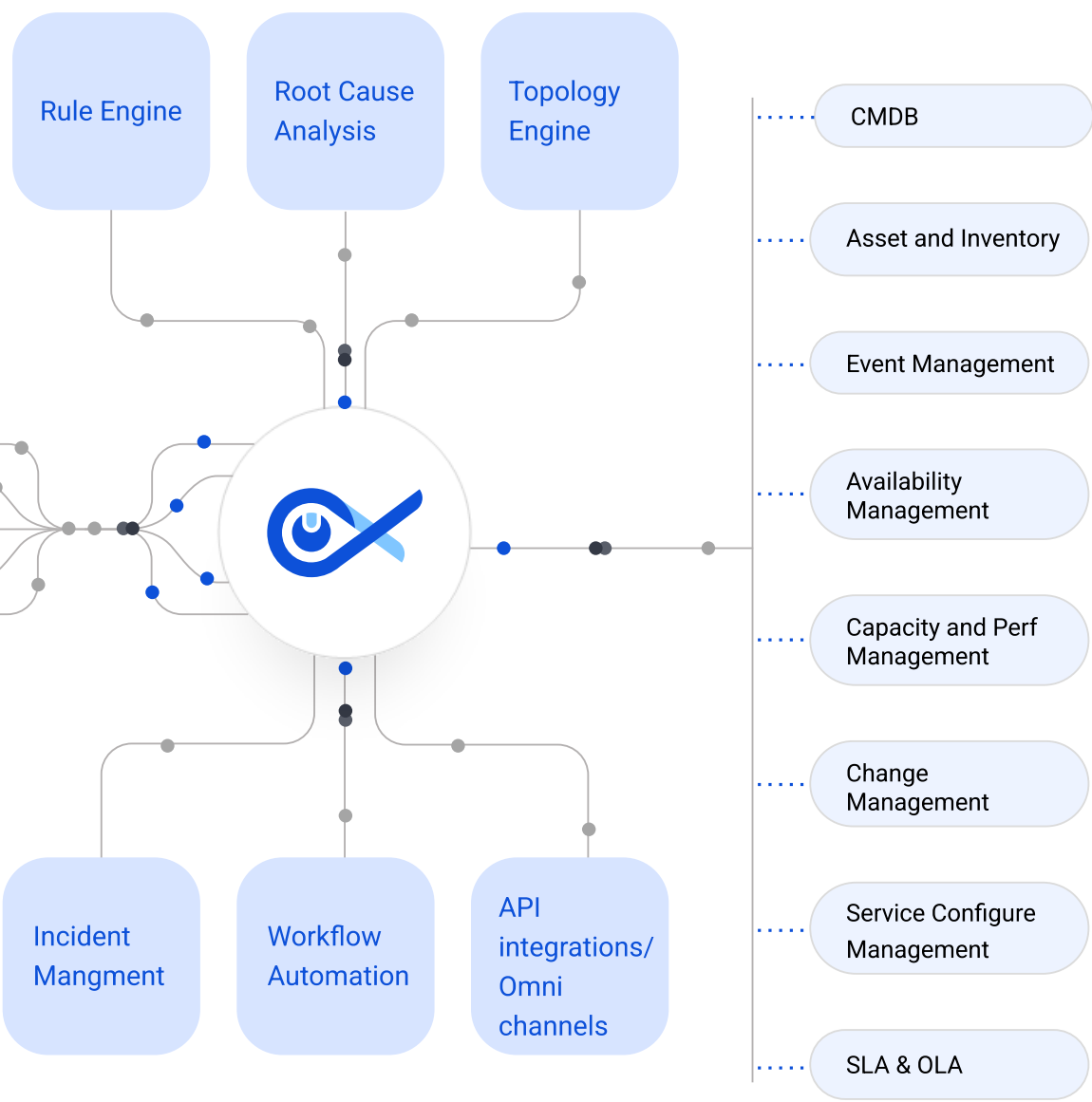# Infraon Architecture

Remote Users

Client

Client

Client

Direct via https (AES 256)

Infraon Platform

IT Admin

IT Operator

Network

Server

Infraon DC

Desktop

Head office

Network

Server

Infraon DC

Desktop

Branch Office

End to End IT Infra

ITOM

- Network
- Cloud (AWS, AZURE. VM, NUTANIX)
- Application and APIs
- Infrastructure
- Data Centers
- Next Gen Network IP/MPLS

- SNMP
- WMI
- Logs
- Rest/JSON/SOAP
- Telnet/SSH/TL1
- Query
- File
- MQTT
- Custom
- Many more

Data Receiver

- Rule Engine
- Root Cause Analysis
- Topology Engine

- Incident Mangment
- Workflow Automation
- API integrations/ Omni channels

- CMDB
- Asset and Inventory
- Event Management
- Availability Management
- Capacity and Perf Management
- Change Management
- Service Configure Management
- SLA & OLA

ITSM

Infraon ITSM

AI-enabled IT Service Management and a workflow automation platform

Service Management Practices

Incident Management

Service Request Management

Change Enablement

Problem Management

Release Management

IT Asset Management
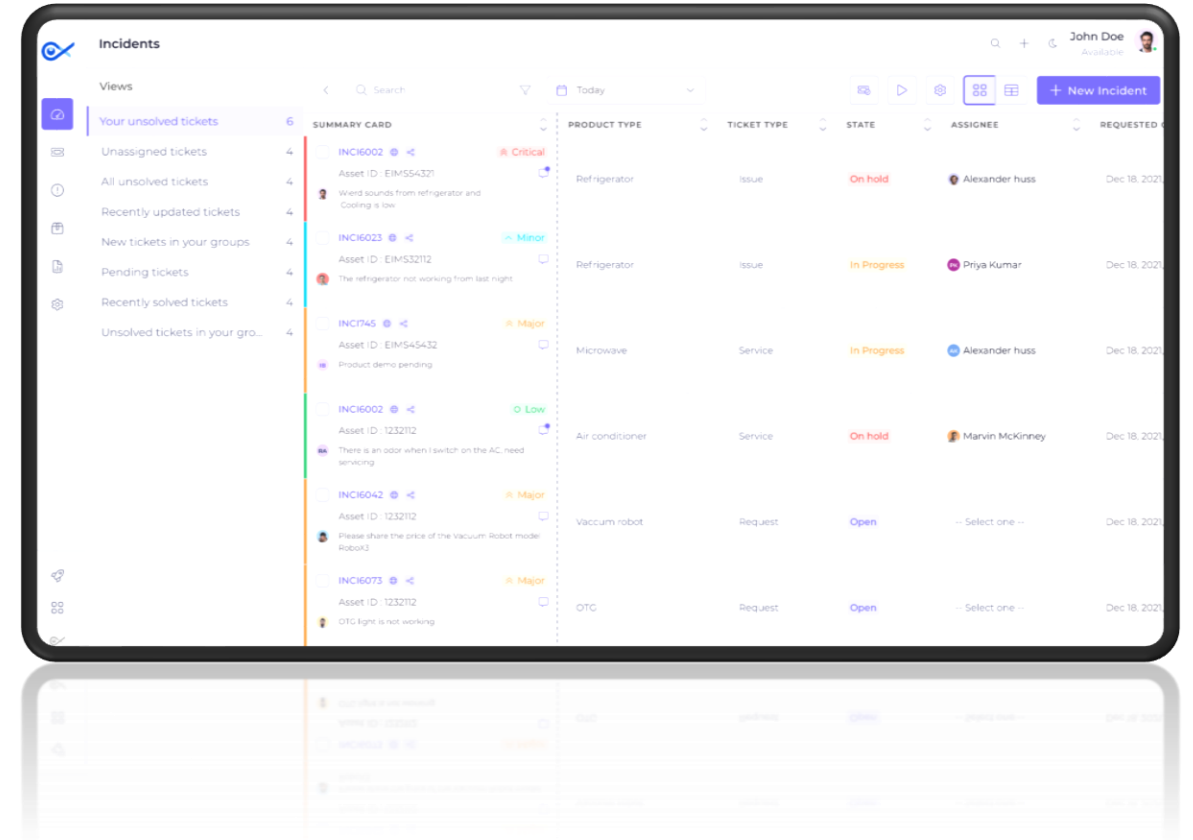
Service Management Practices

Monitoring & Event Management

Service Level Management

Knowledge Management

Service Catalogue Management

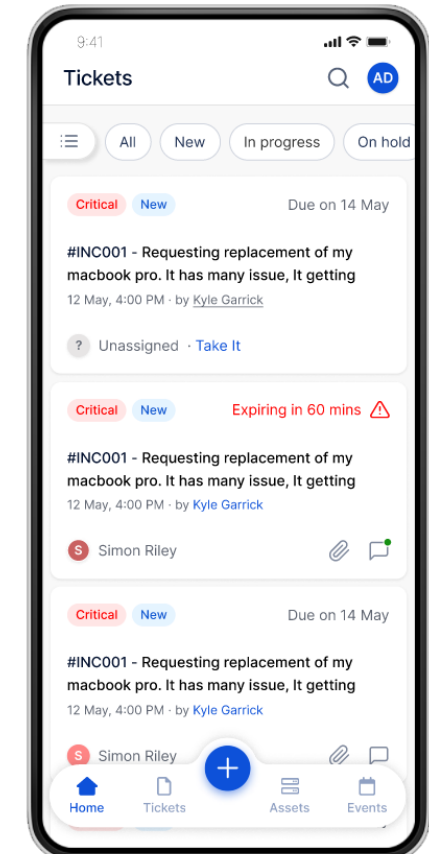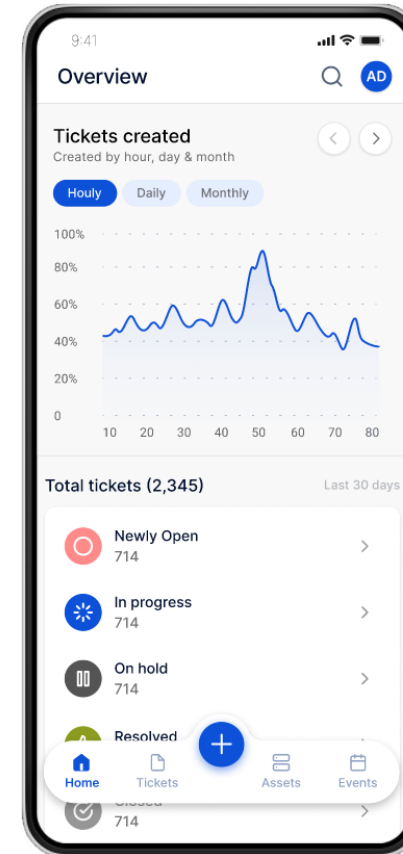Basic Task Management
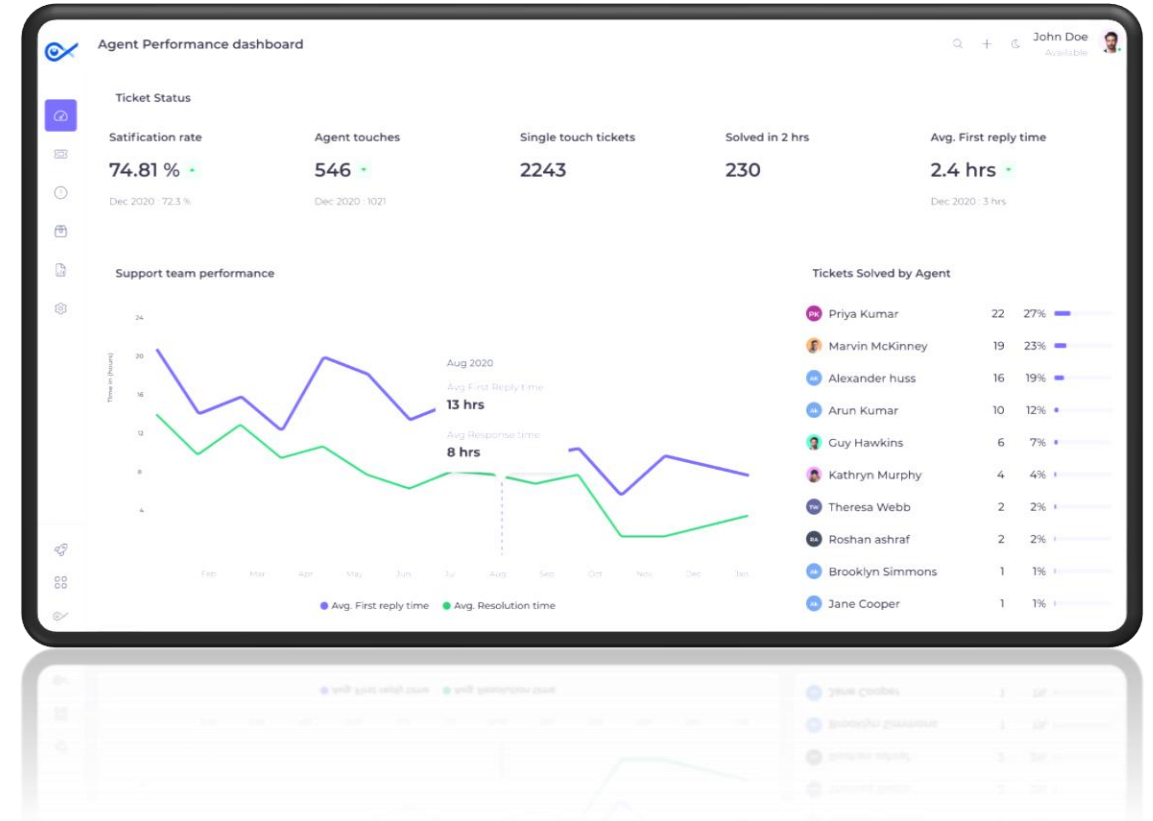
Workflow Automation

Email to incident conversion

AI-based service Mapping

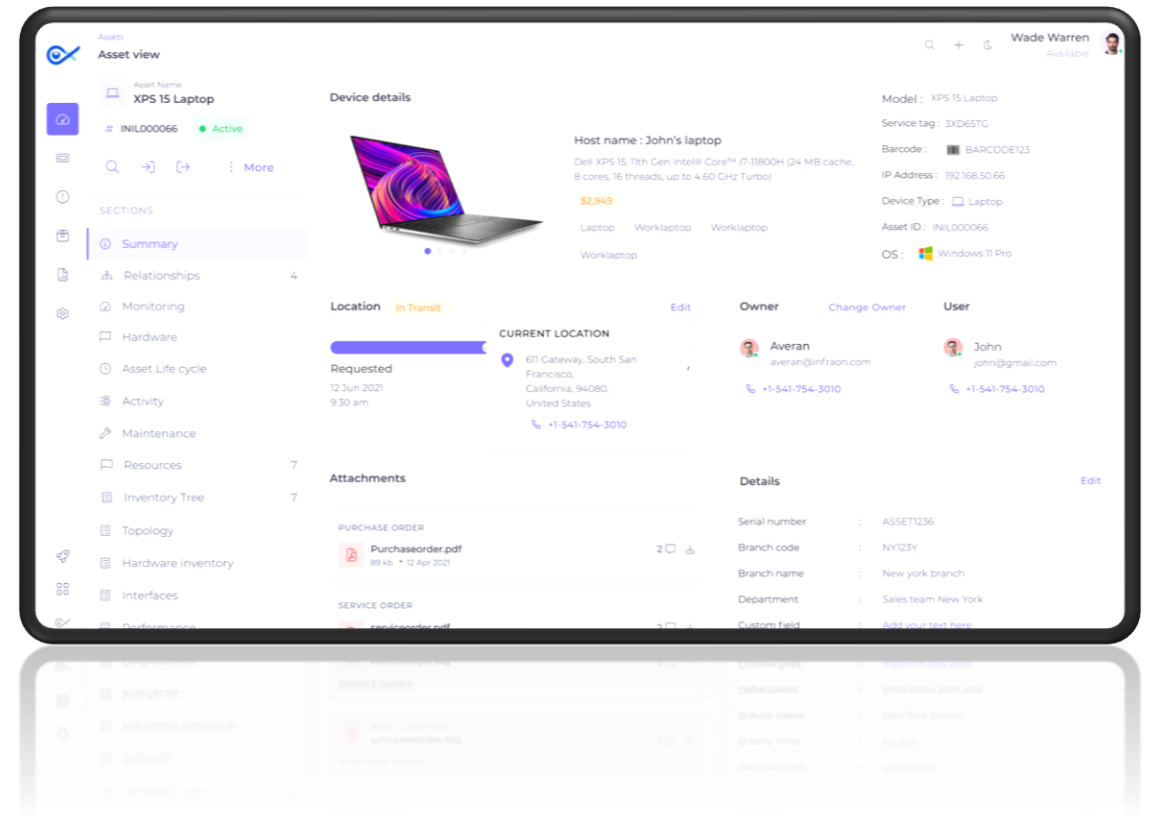Actional Dashboards & Reporting

Mobile App for Tickets
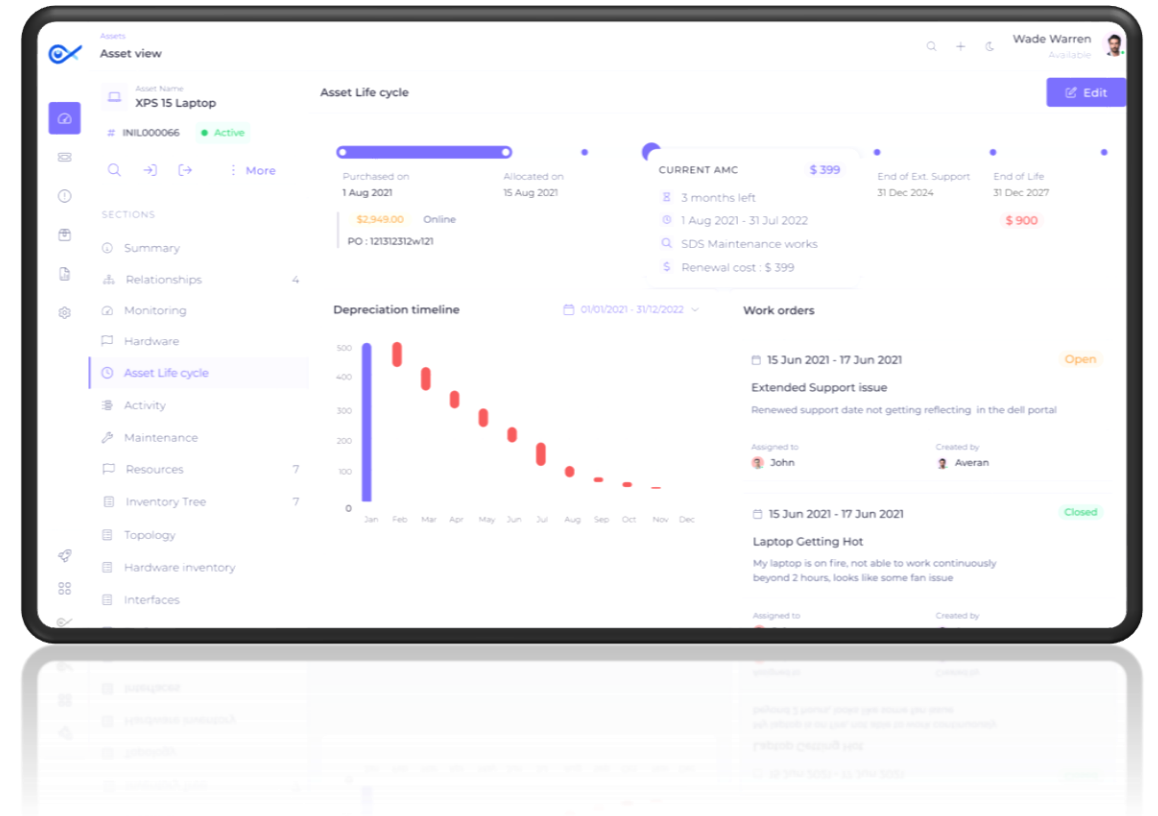
Self-Service Portal with App support

Infraon Assets

IT Asset Management and Fixed Asset Management Platform

IT Asset Management

Fixed Asset Management

Spare Management

Software Asset Management

Software License Management

Asset lifecycle Management

Depreciation Calculation

AMC Tracking

Asset Document Management

Change Audit & Compliance
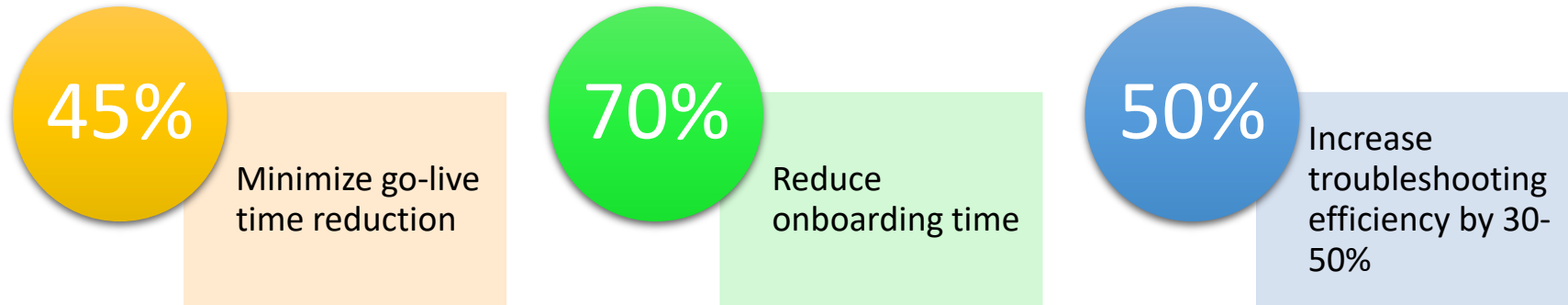
Compliance & Achievements

SOC-2 Certified

GDPR Complied

Bottom-line benefits

45% Minimize go-live time reduction

70% Reduce onboarding time

50% Increase troubleshooting efficiency by 30-50%

Thank You

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Contact: sales@infraon.io