

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



KEY CUSTOMERS

Telecom



BFSI



Enterprise



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**

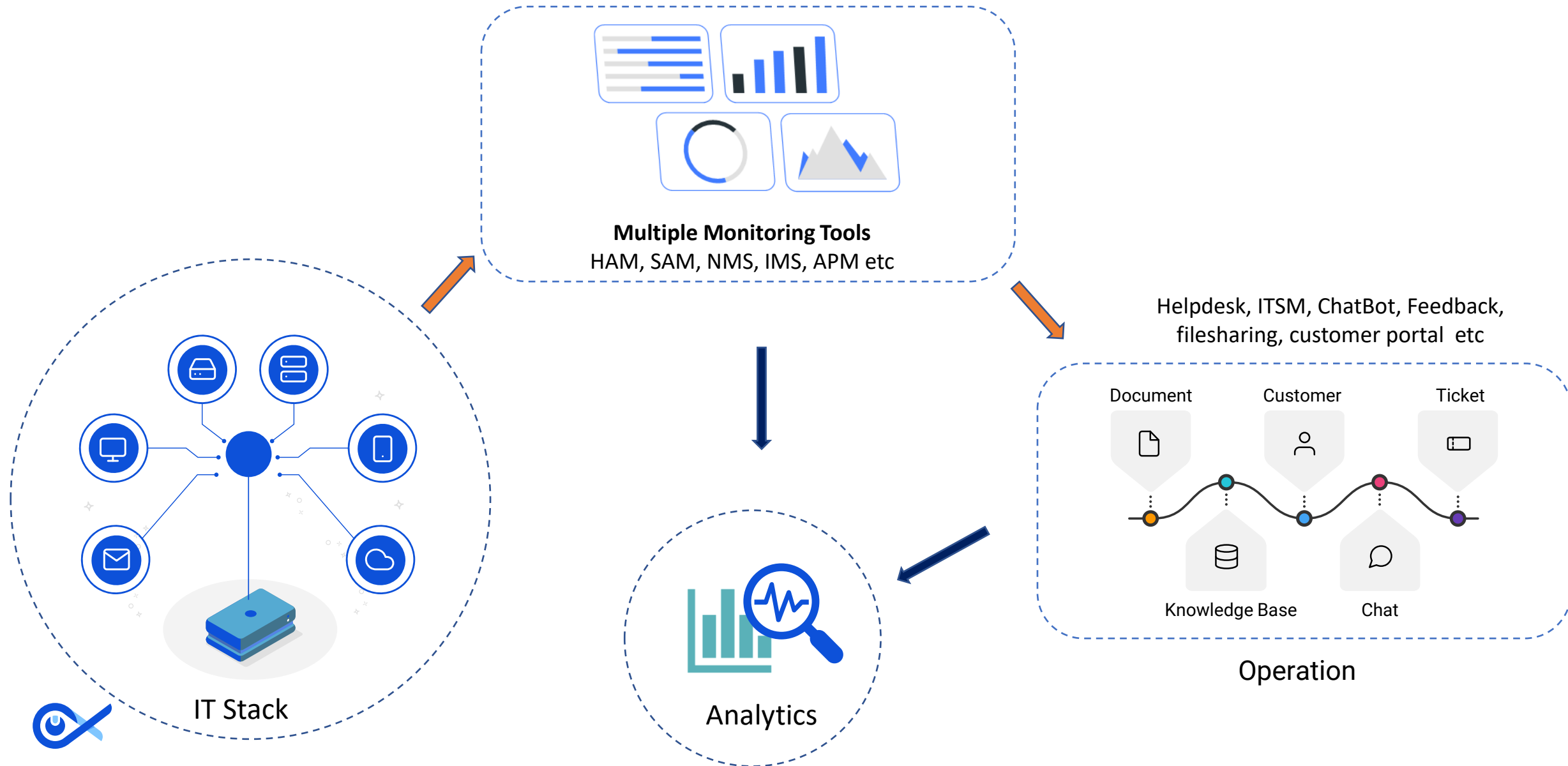
Operation

Wasted time is more expensive than money

-Paulo Coelho
Author of The Alchemist



How the IT Team works now



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



AI/ML 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



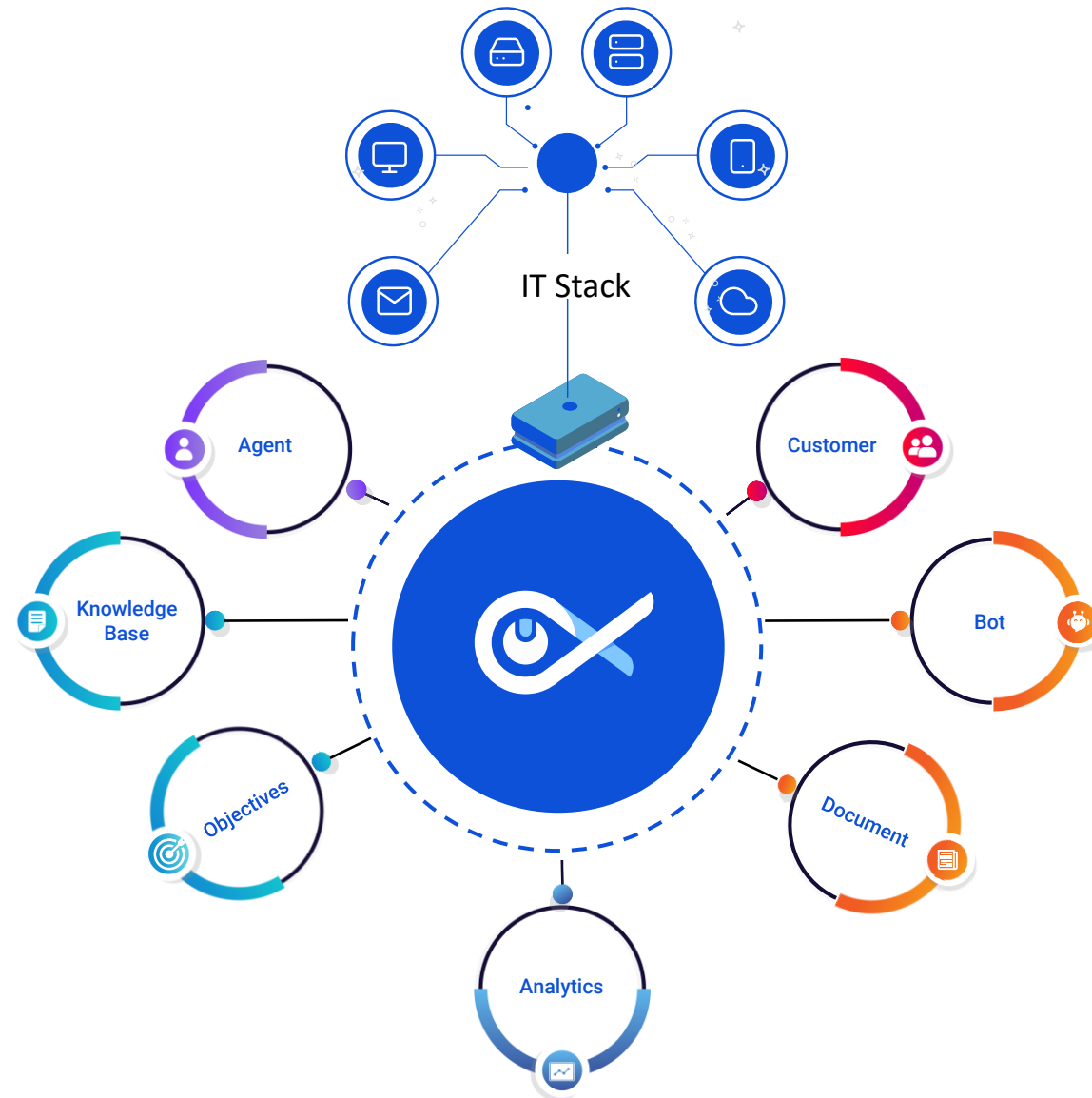
In the current fast-growing tech environment, A
well-managed and integrated
IT infrastructure, and a **Customer ecosystem**

= **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
+
Customer
+
Internal
Operations



Infinity: Sub-Products

Infraon RMM

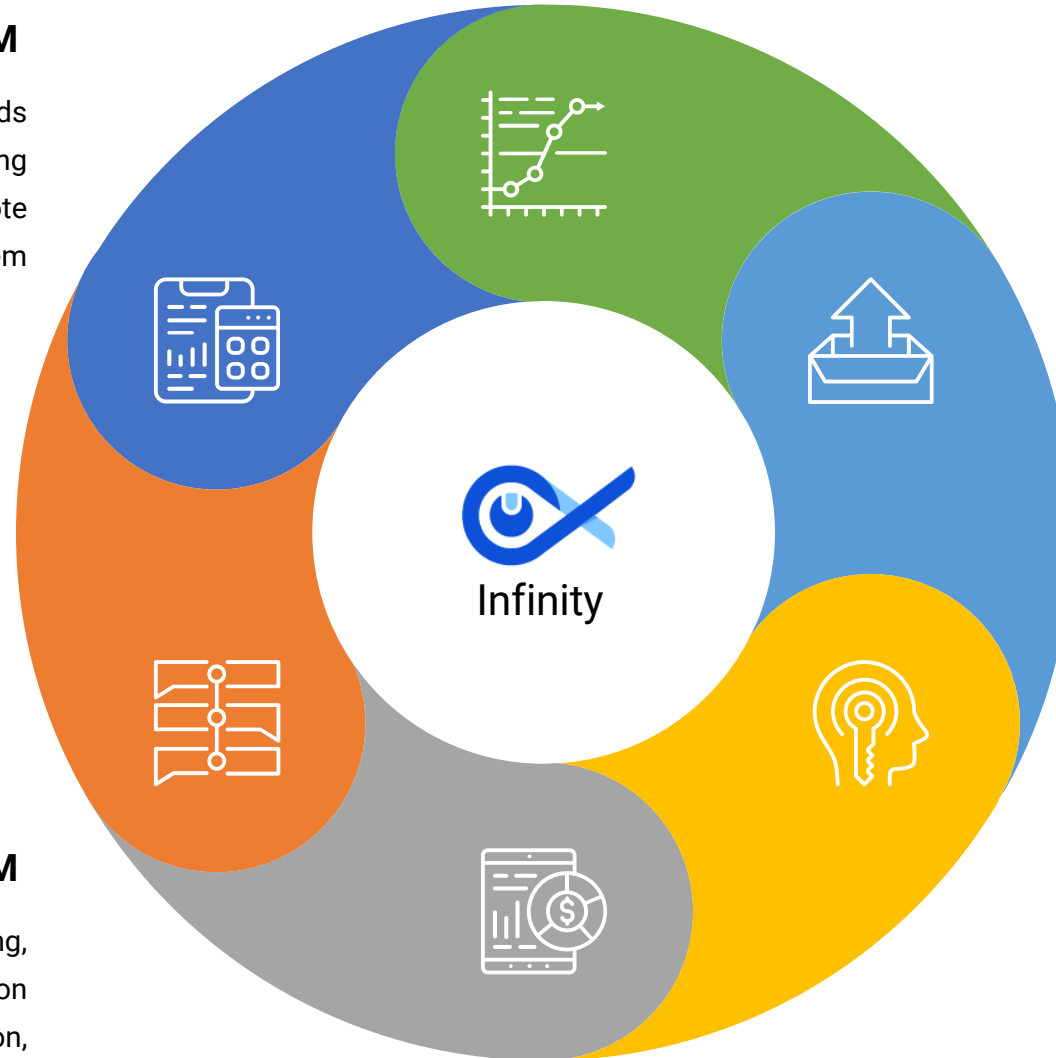
A complete platform satisfies all the needs of a MSP for remote monitoring management, RDP, Network remote access and security compliance system

Infraon OSS

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

Infraon ITIM

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



Infraon Assets

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

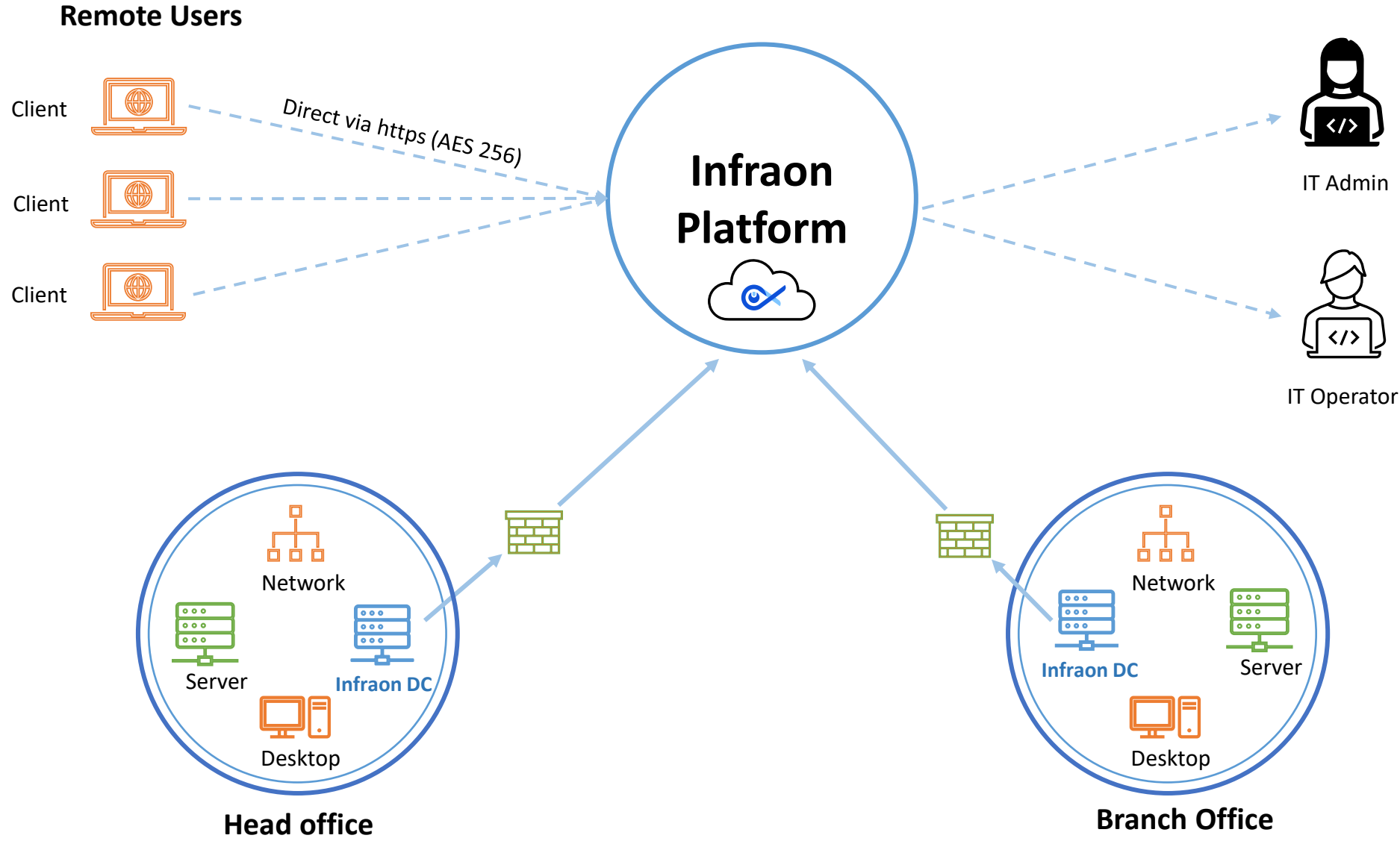
Infraon ITSM

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

Infraon DEX

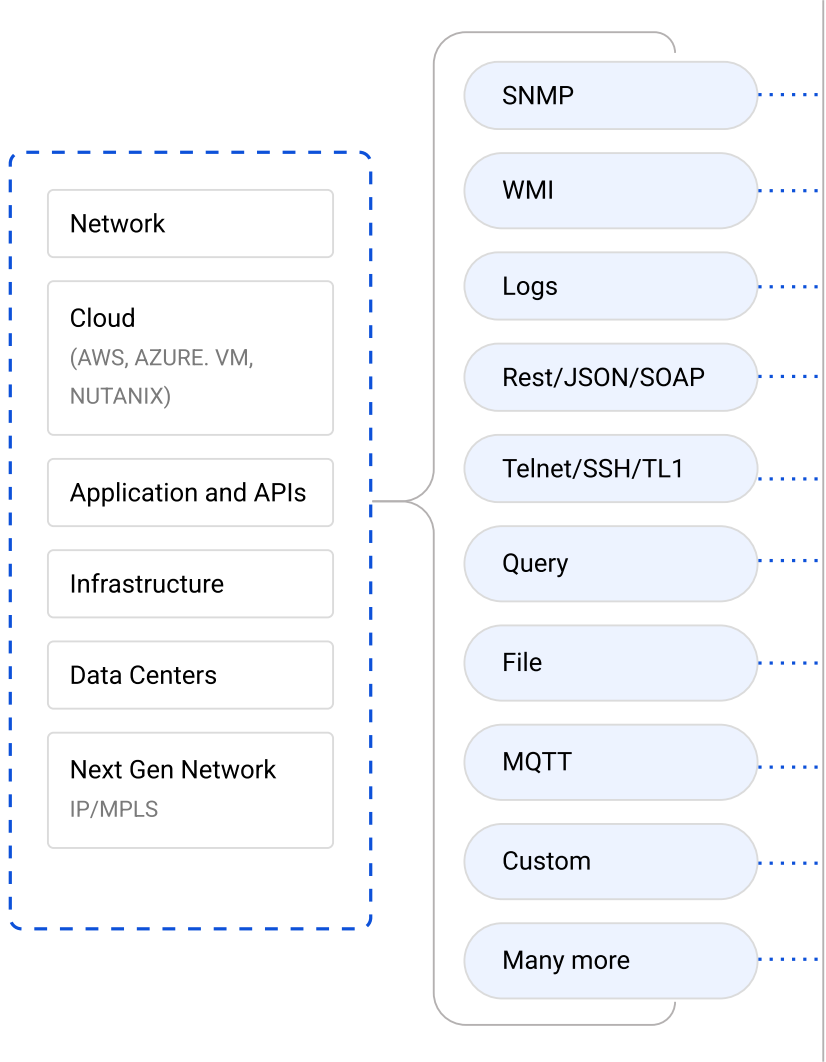
Digital Employee Experience platform which reduces the friction in IT and End users. Helps IT team to identify and solve before the user reports the issue.

Infraon Architecture

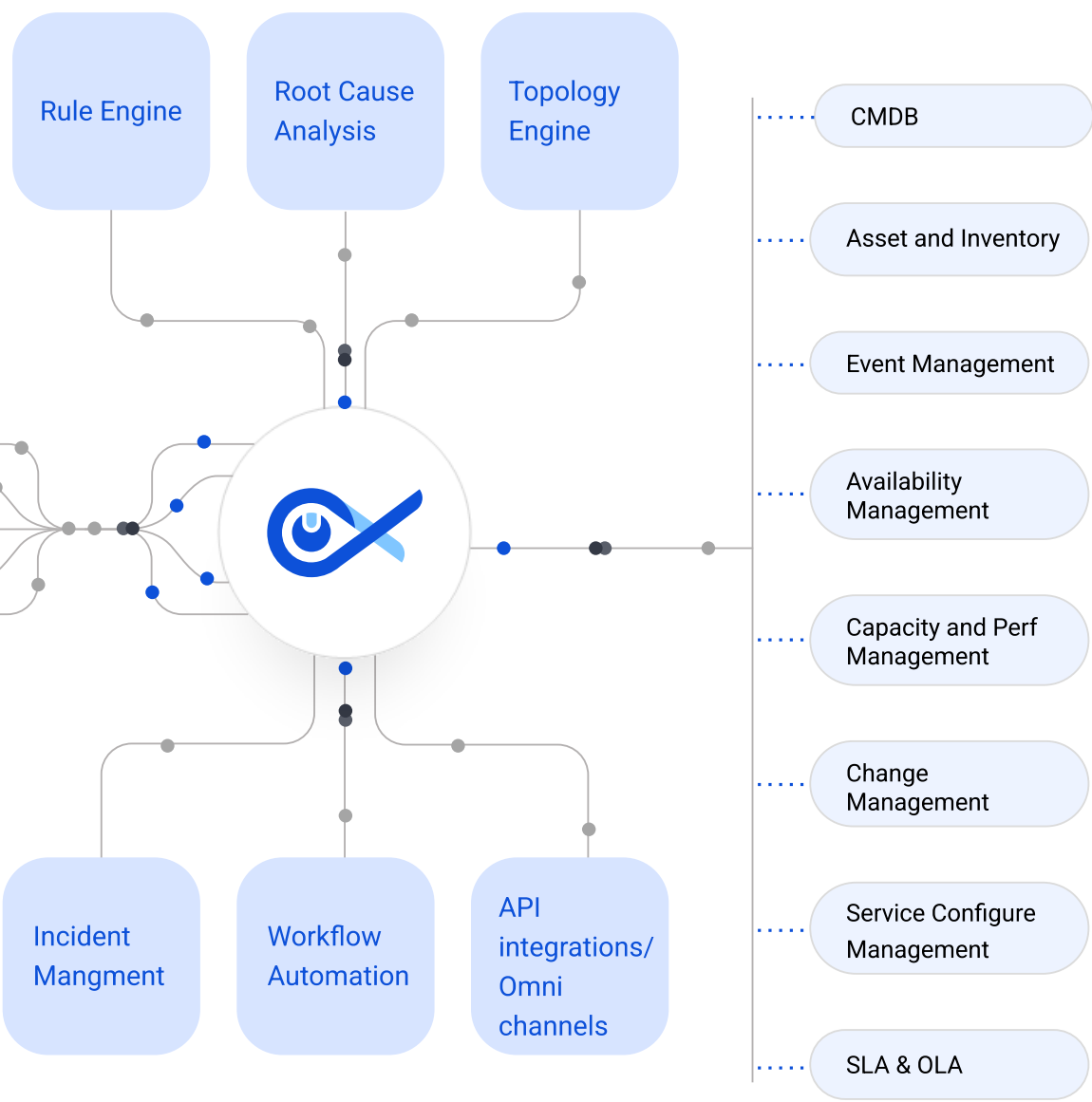


End to End IT Infra

ITOM



Data Receiver

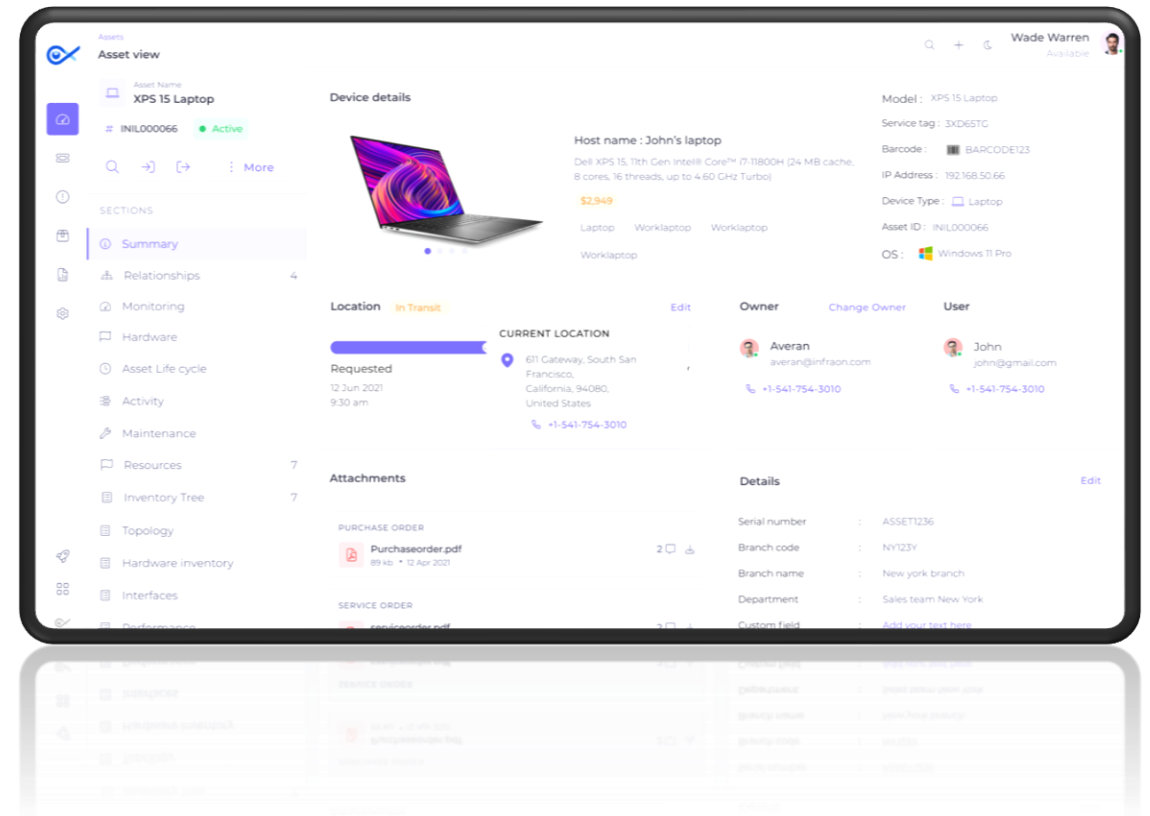


ITSM

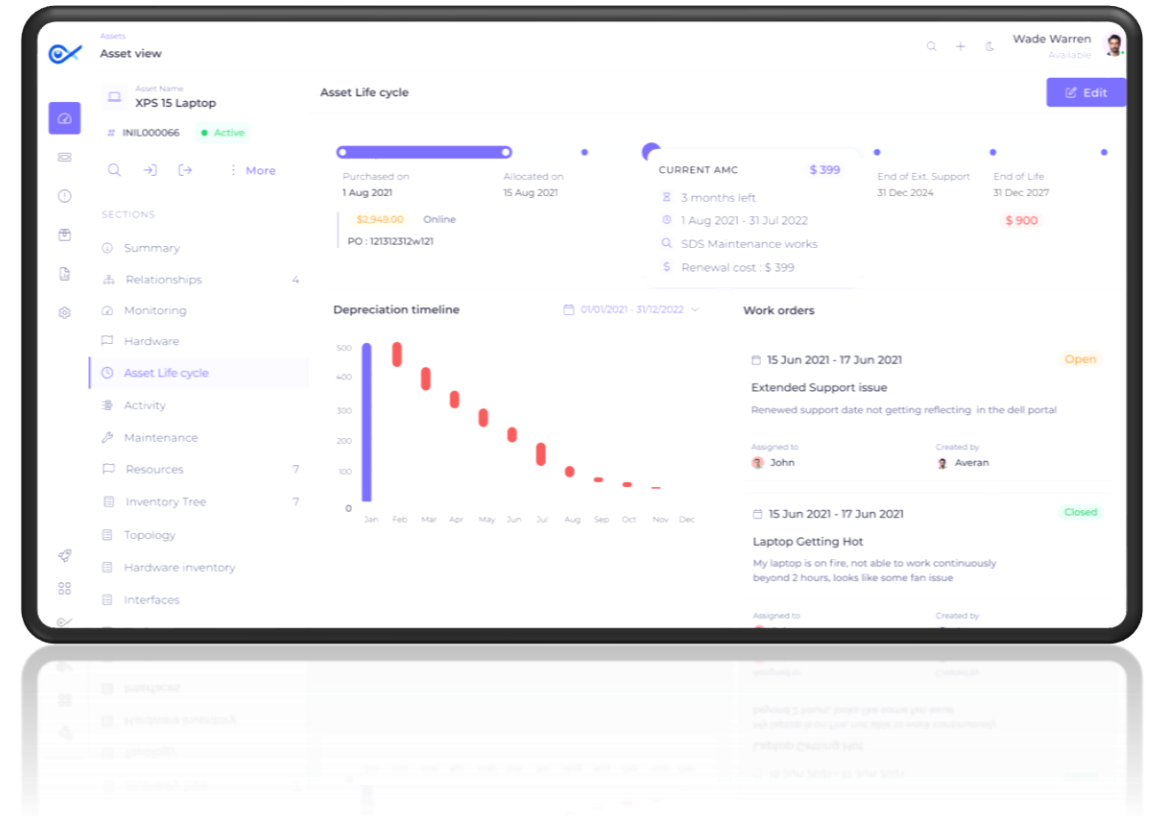
Infraon Assets

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



Infraon ITSM

AI-enabled IT Service Management and a workflow automation platform

Workflow Automation

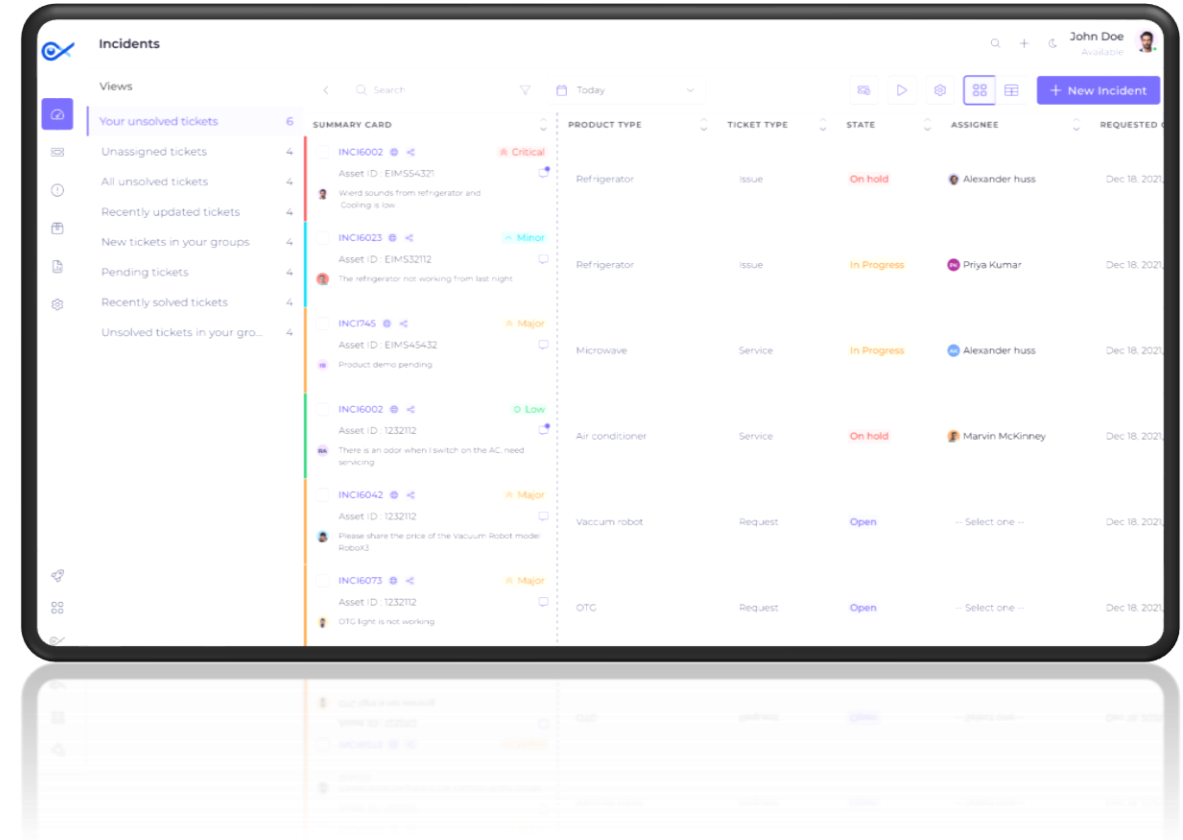
Service Catalogue

Incident Management

Change Management

Problem Management

Request Management



The screenshot displays a web application for managing incidents. The interface includes a sidebar with navigation options like 'Your unsolved tickets', 'Unassigned tickets', 'All unsolved tickets', 'Recently updated tickets', 'New tickets in your groups', 'Pending tickets', 'Recently solved tickets', and 'Unsolved tickets in your groups'. The main area shows a list of incidents with columns for 'SUMMARY CARD', 'PRODUCT TYPE', 'TICKET TYPE', 'STATE', 'ASSIGNEE', and 'REQUESTED'. Each incident entry includes an incident ID, asset ID, description, product type, ticket type, state, assignee, and requested date.

Views	Search	Today	+ New Incident
Your unsolved tickets 6			
Unassigned tickets 4			
All unsolved tickets 4			
Recently updated tickets 4			
New tickets in your groups 4			
Pending tickets 4			
Recently solved tickets 4			
Unsolved tickets in your groups 4			
SUMMARY CARD			
INC16002 Critical Asset ID: EIM554321 Weird sounds from refrigerator and Cooling is low	Refrigerator	Issue	On hold Alexander huss Dec 18, 2020
INC16023 Minor Asset ID: EIM532112 The refrigerator not working from last night	Refrigerator	Issue	In Progress Priya Kumar Dec 18, 2020
INC1745 Major Asset ID: EIM545432 Product demo pending	Microwave	Service	In Progress Alexander huss Dec 18, 2020
INC16002 Low Asset ID: 1232112 There is an odor when I switch on the AC, need servicing	Air conditioner	Service	On hold Marvin McKinney Dec 18, 2020
INC16042 Major Asset ID: 1232112 Please share the price of the vacuum Robot model Robot3	Vacuum robot	Request	Open -- Select one -- Dec 18, 2020
INC16073 Major Asset ID: 1232112 OTC light is not working	OTC	Request	Open -- Select one -- Dec 18, 2020



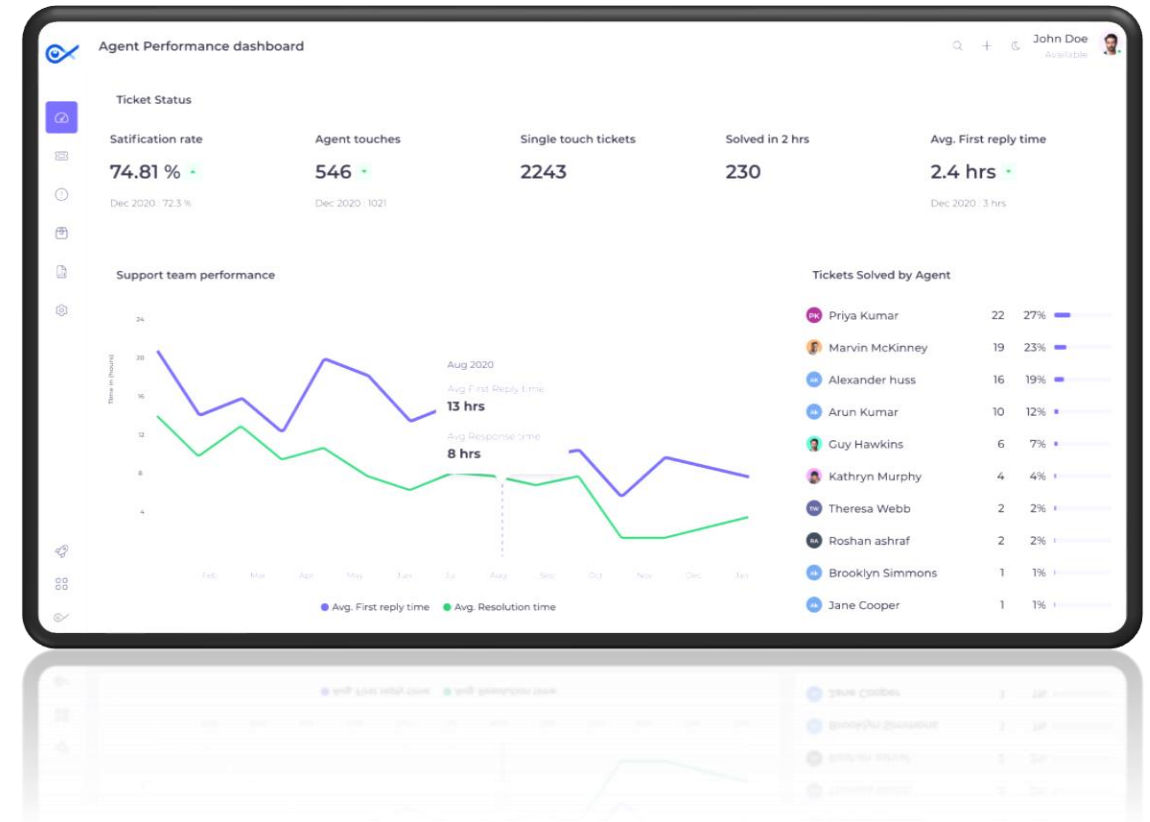
Knowledge Management

Collaborative communication

Email to incident conversion with 96% accuracy

AI-based Automatic service Mapping

Actional Dashboards & Reporting



Infinity Platform

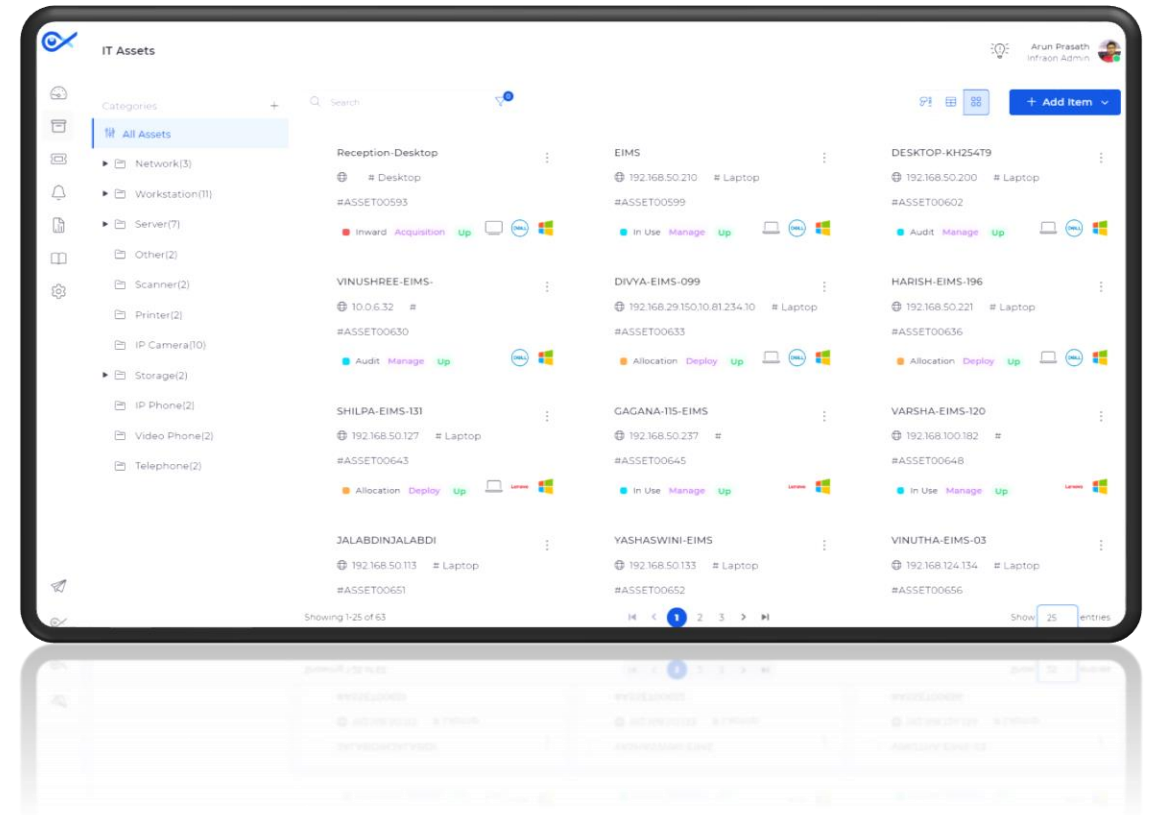
All in one ITOM and ITSM Platform to manage Enterprise and Telecom requirement

Network Monitoring

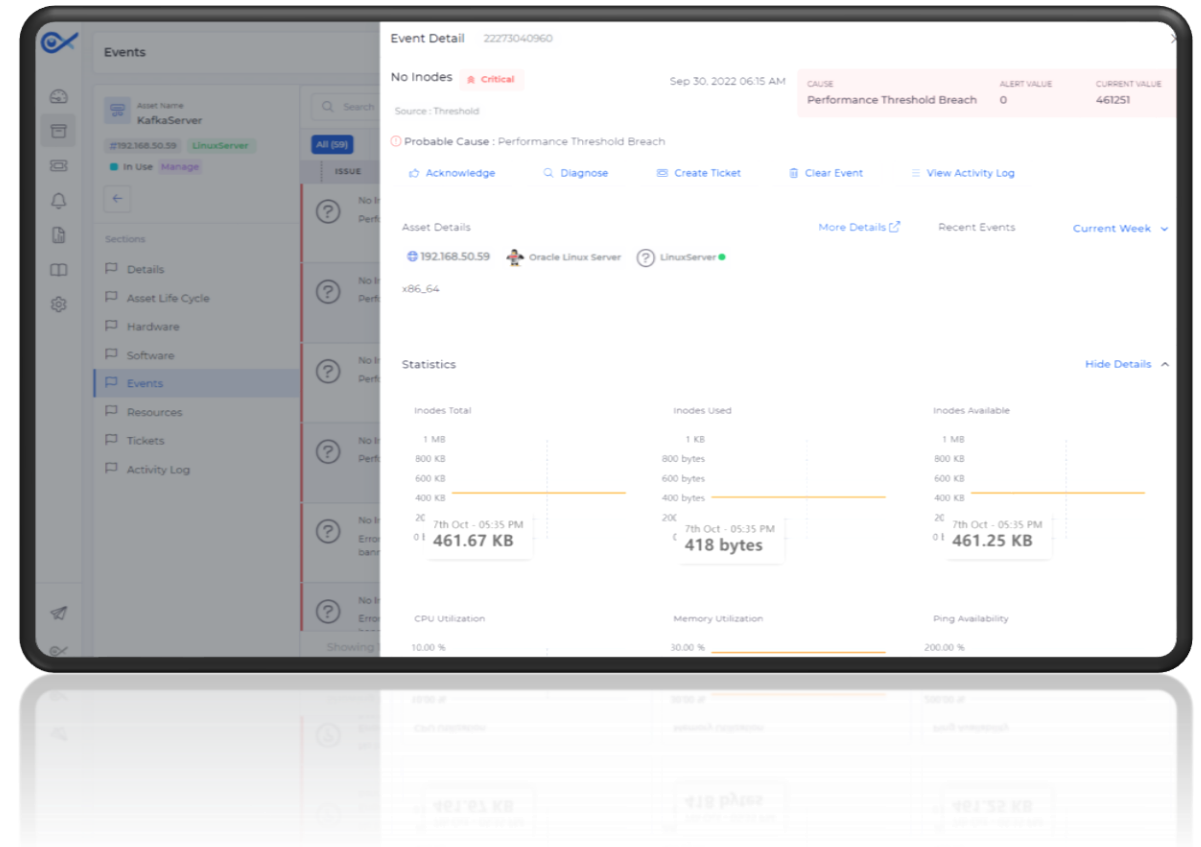
Server Monitoring

Application Monitoring

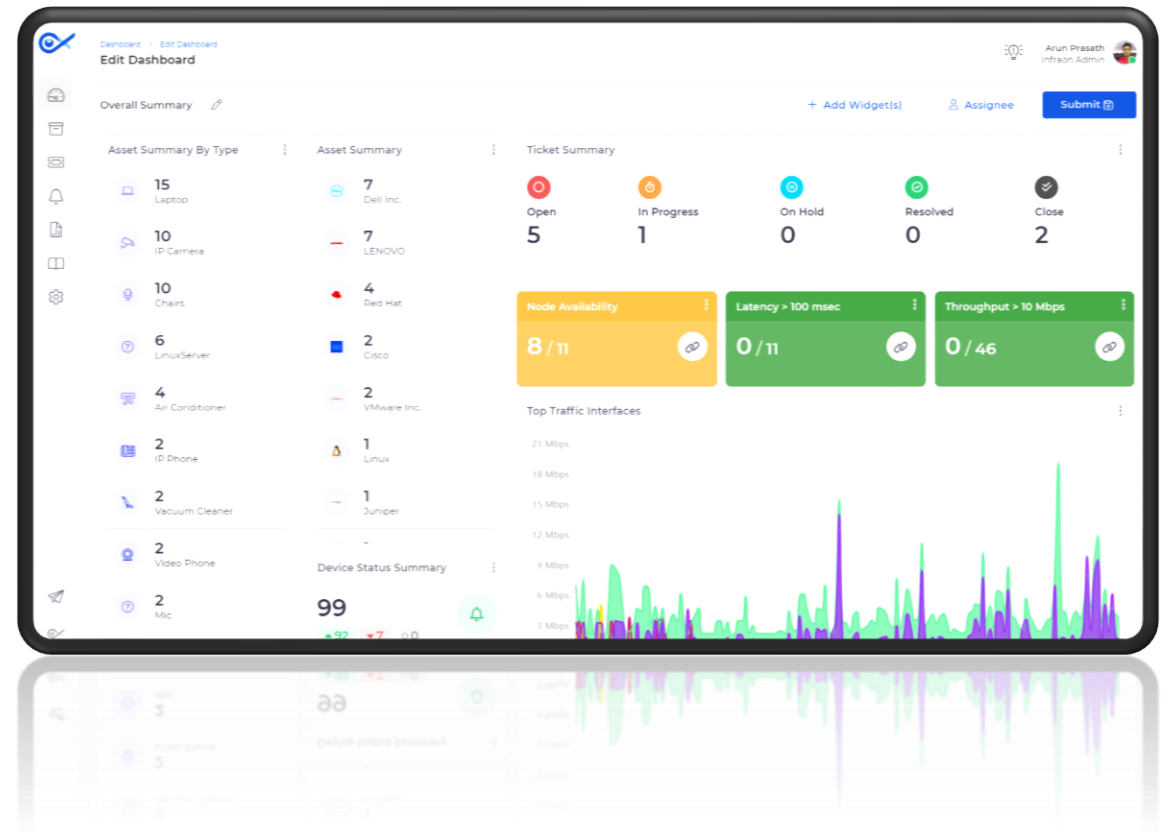
Website Monitoring



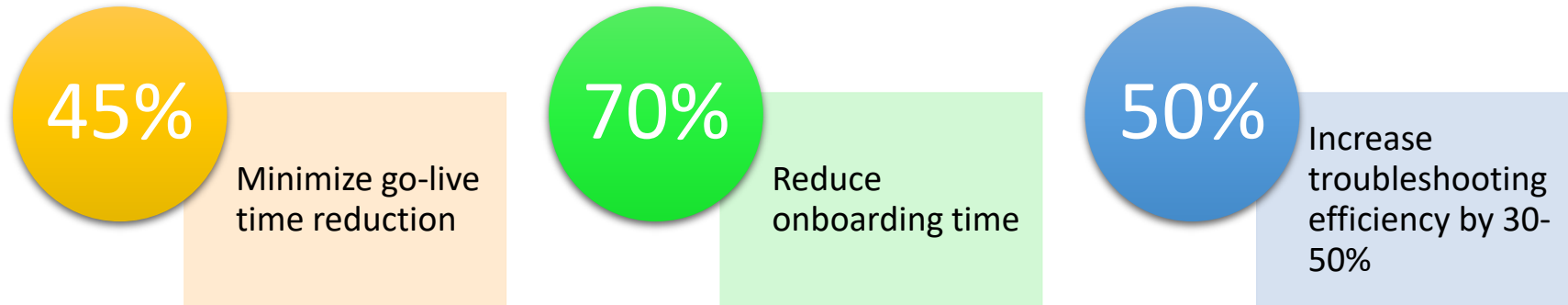
Availability Monitoring
Performance Monitoring
Event Management
Inbuilt Incident Management



Actionable Dashboard
Meaning full Analytics
Rule-based Triggers
3rd Party Integration



Bottom-line benefits





Thank You

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Contact: sales@infraon.io

