

A Service Oriented
MANAGED
SERVICE
DESK



SOFTWARE IN CLOUD

HIGHLY SCALABLE

SUPER SECURE

NO MAJOR CONFIGS

TICKET LCM AS A SERVICE

## A 24x7 service desk for **IT** infrastructure

for uninterrupted high quality resolutions

A 24x7 Managed Services

Built-in ITIL process compliance

Technology & Process Certified Team

Uninterrupted service and Increased Operational efficiency

Out of box Report templates and Analytics

Prince2 / 6 Sigma Compliant Practices implemented

Multi Channel Notifications

High quality Knowledge Base for faster ticket resolution

Integrated CMDB for incident analysis & tracking



### Services Unified

Flexible Models to choose from

#### BASIC

- Multi Channel Ticket Opening -
  - ITIL Compliance -
  - Ticket Allocation -
  - **Escalation Management -**
    - SLA Based follow ups -

### ticket management

# alert monitoring & logging

- Alert Monitoring
- Email Triggers
- SMS Triggers
- Voice Call Outbound Trigger
- CMDB -
- Cloud / SaaS Model -
  - Scalability -
    - Security -

### platform

#### PRO

## IRT level 1 support

- Linux & Windows
- Cloud Environment AWS, Open stack & RHEVM
- DevOps Tools
- Application Administration
- Backup & Restore

#### PRO+

- Daily Reporting -
- Analytics (Weekly / Monthly) -
  - Infra Insight Reporting -

## analytics & insights





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We will be glad to talk to you, run you through our services portfolio and also demonstrate you, using our live application, how we can simplify your Infrasstructure management 24x7.

