*An ITIL-based on-premise and cloud-based platform
to deliver a great service experience.*

Hybrid IT Environments Demand a Platform That Provides:

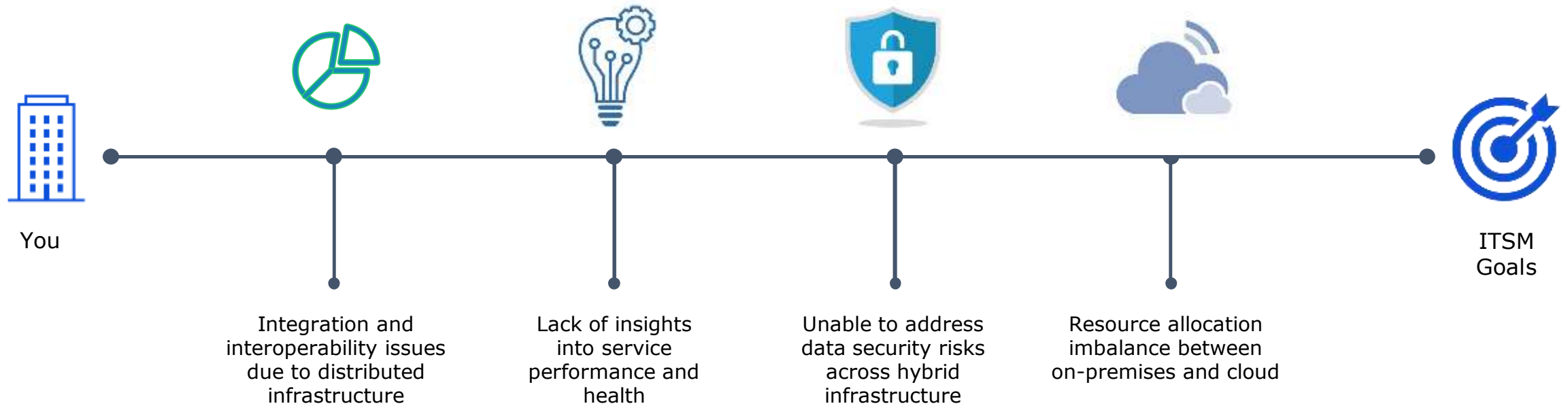Seamless integration between on-premises and cloud-based systems

Automated workflows to perform critical ITSM tasks

Communication and collaboration tools to bring together various teams

Full asset control and compliance with industry regulations

But There Are Challenges Like:

You

Integration and interoperability issues due to distributed infrastructure

Lack of insights into service performance and health

Unable to address data security risks across hybrid infrastructure

Resource allocation imbalance between on-premises and cloud

ITSM Goals

You Need An Effective Service Desk Solution With:

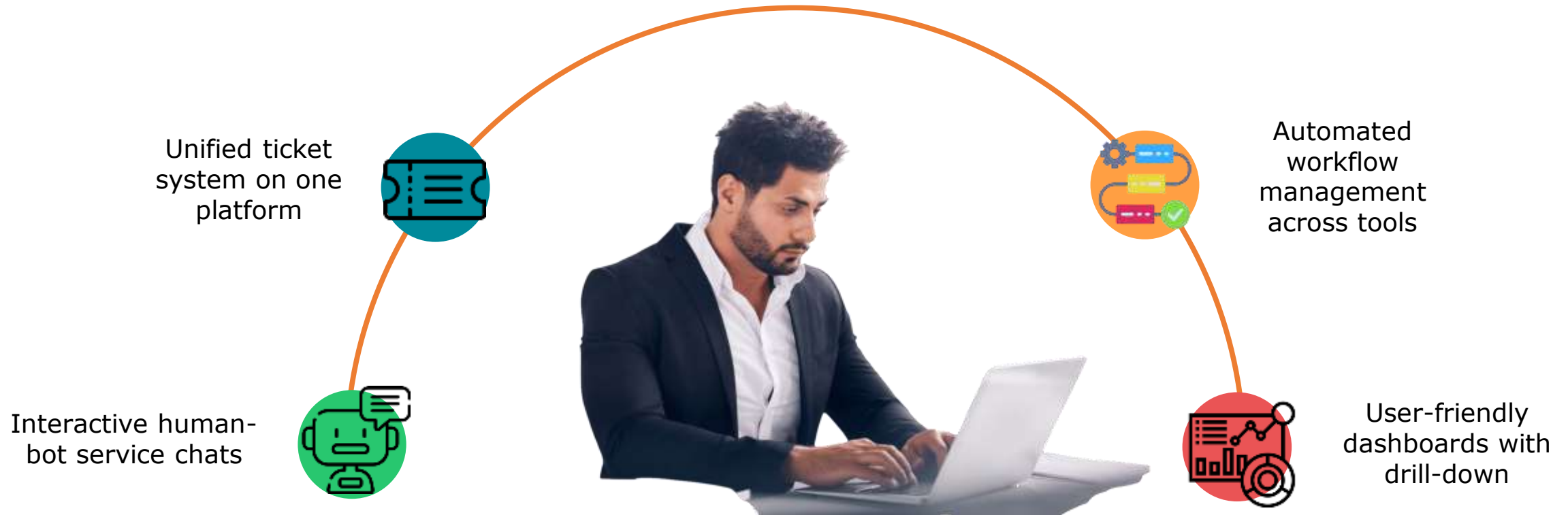Multi-channel support, regardless of location or device

Comprehensive visibility into on-premises and cloud infrastructure

Regularly updated and accessible knowledge base

Reporting and analytics capabilities to track and measure KPIs

Unlock Possibilities with Infraon Desk

Unified ticket system on one platform

Automated workflow management across tools

Interactive human-bot service chats

User-friendly dashboards with drill-down

Elevate on-premises and cloud-based ITSM

Infraon is certified by Pink Elephant

Certified as ITIL compatible for 13 processes by Pink Elephant

Features

Incident Management

Problem Management

SLA Management

Task Management

Franchise Management

CMDB & Asset Management

User Management

Service Catalog

Self-Service Portal

Service Catalog

Customer Survey

Reports & Dashboards

Change Management

API-based Integrations

Workforce Management

Field Service

Queues & Workflows

User & Role Management

Request Management

Knowledge Base

Meeting Management

Workflow Management

Elevating Enterprises

Cost-effective IT support

Scale support effortlessly

Offer self-service to agents through channels

Ensure data integrity, security, and compliance

Empowering SME'S

Gain a unified view of incidents, requests, users, etc.

Effortlessly handle higher service volumes and adapt to business changes

Advanced tech: automation, chatbots.

Ensure data integrity, security, and compliance

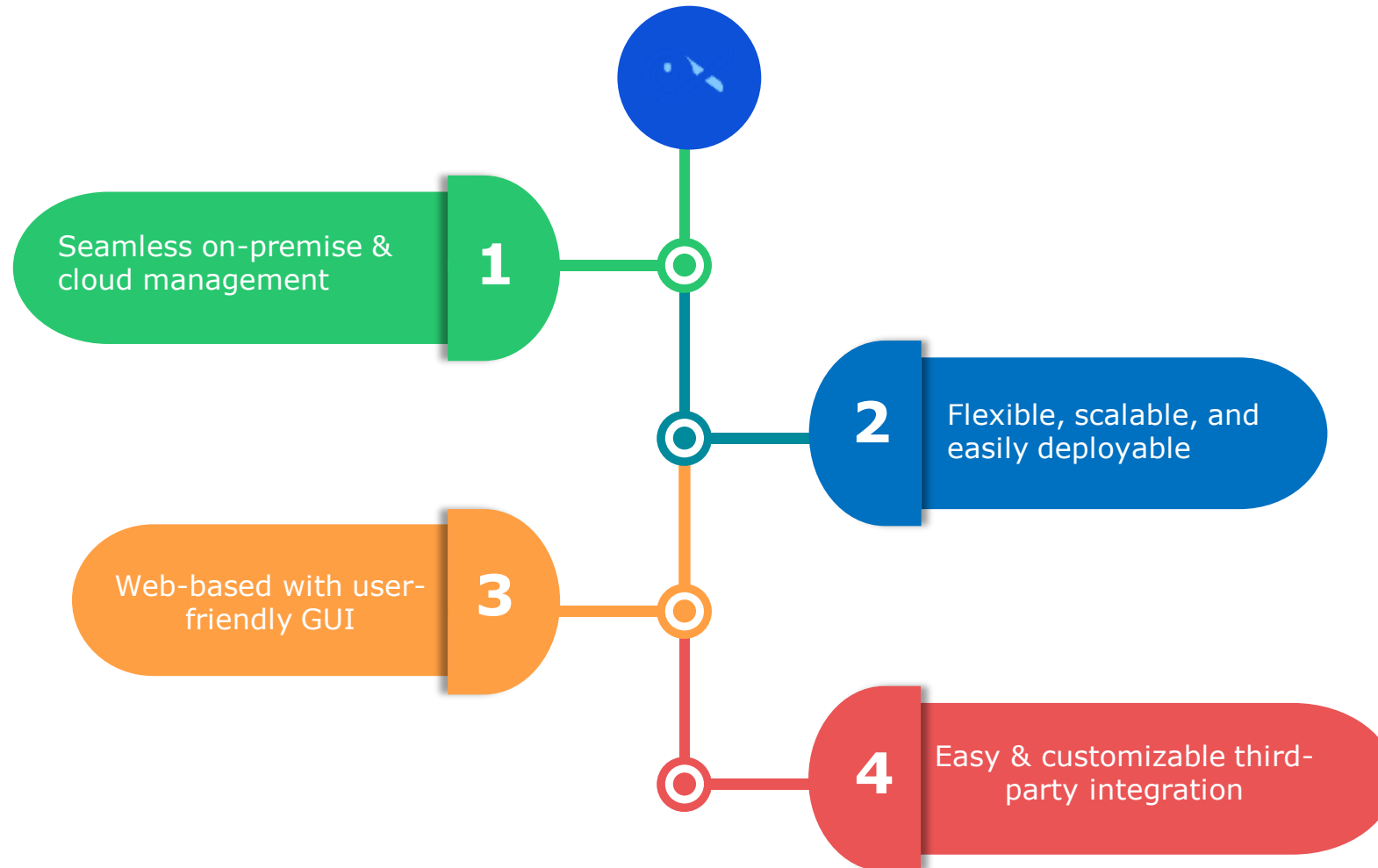# Transforming Telecoms

Control complex networks with centralized monitoring

Prioritize and assign tickets for quicker resolutions

Facilitate real-time collaboration between agents and technicians

Manage varying IT support demand seamlessly

Differentiators of Infraon DESK

1 Seamless on-premise & cloud management

2 Flexible, scalable, and easily deployable

3 Web-based with user-friendly GUI

4 Easy & customizable third-party integration

Key Features of Infraon DESK

Unified tool oversight with Umbrella Manager

Timely incident resolution using SLA templates

Centralized CMDB and asset management

Adaptable modular architecture

Inclusive self-service module

APIs for instant functionalities

Multi-channel IT service support

Fast self-service with deep knowledge

Geo-location-based field service monitoring

Escalation-based real-time alerts

Infraon Desk Mobile App

Incident Management

Problem, Change and Request Management

Knowledge Base Management

Project Management

Workflow Management

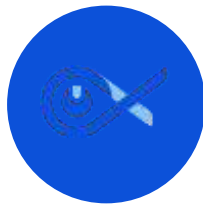**Field Service Management**
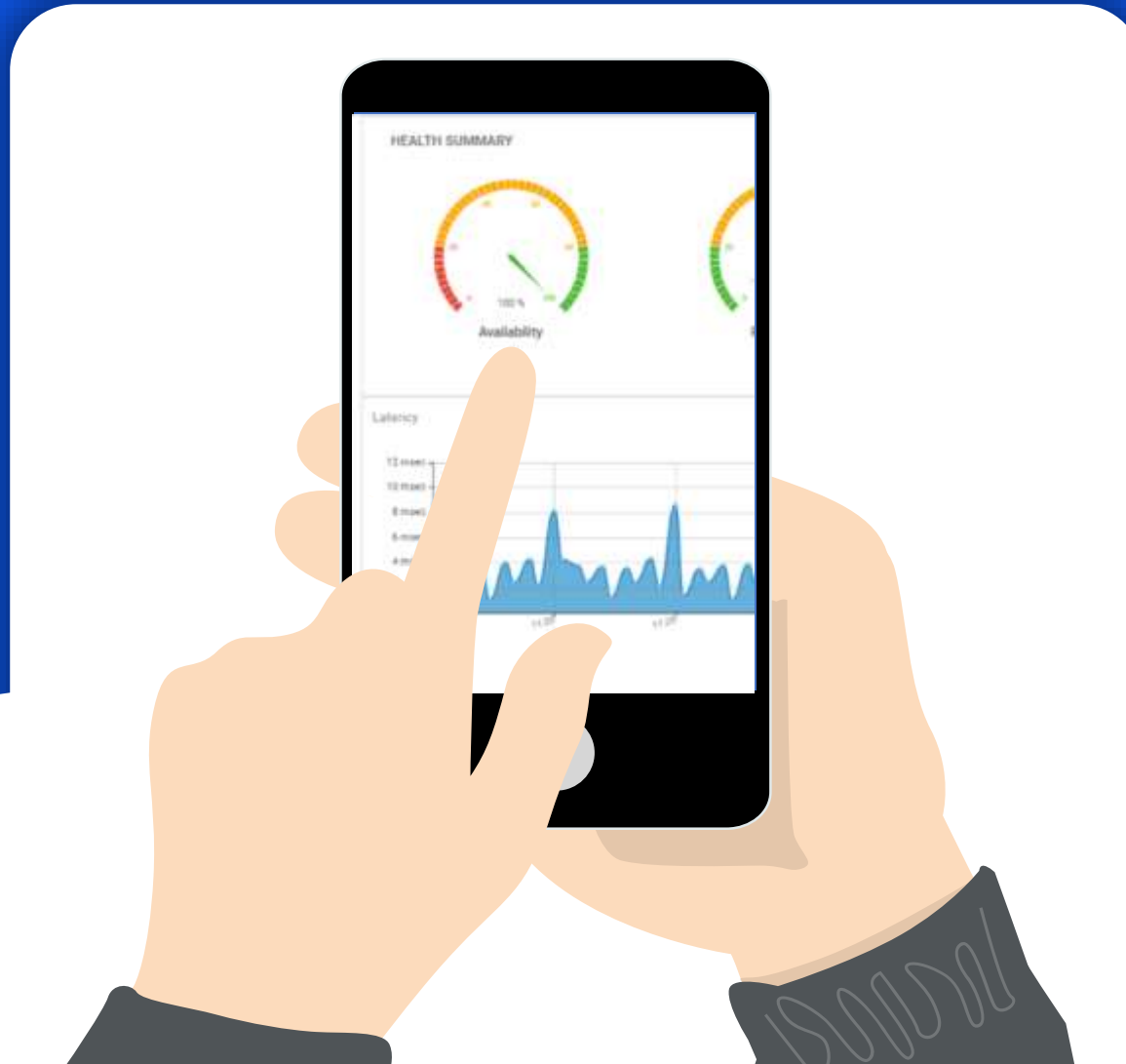
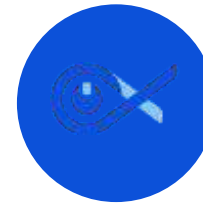# Real - World Case Study - 1

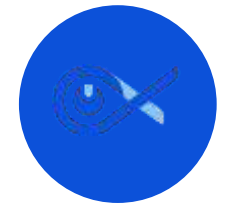**Assisting a Global ISP Giant: Integrated Service Desk Deployment**
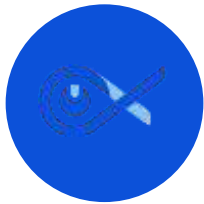
ITIL-based service management, vendor control

Single ticket portal, workflow automation

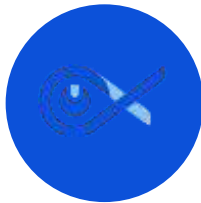Integration with diverse CRMs (Retail, Hospitality, Education)

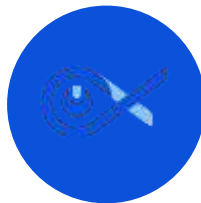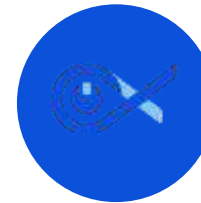Monitoring 200K+ links, 25k+ APs, servers, devices

Real - World Case Study - 2

Assisting Indian Government: SLA-Driven Service Management Implementation

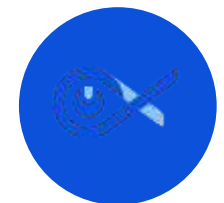Integrated service delivery for all IT-related issues

Centralized NOC operations and service management, with customer feedback

Monitoring 1000s of servers and network devices with automated event management

High response levels to incidents with workflow automation – boosting CSAT scores

More vendor accountability, transparency & support

Continuous upgrades, new vendor addition & new features

Significant time and cost savings

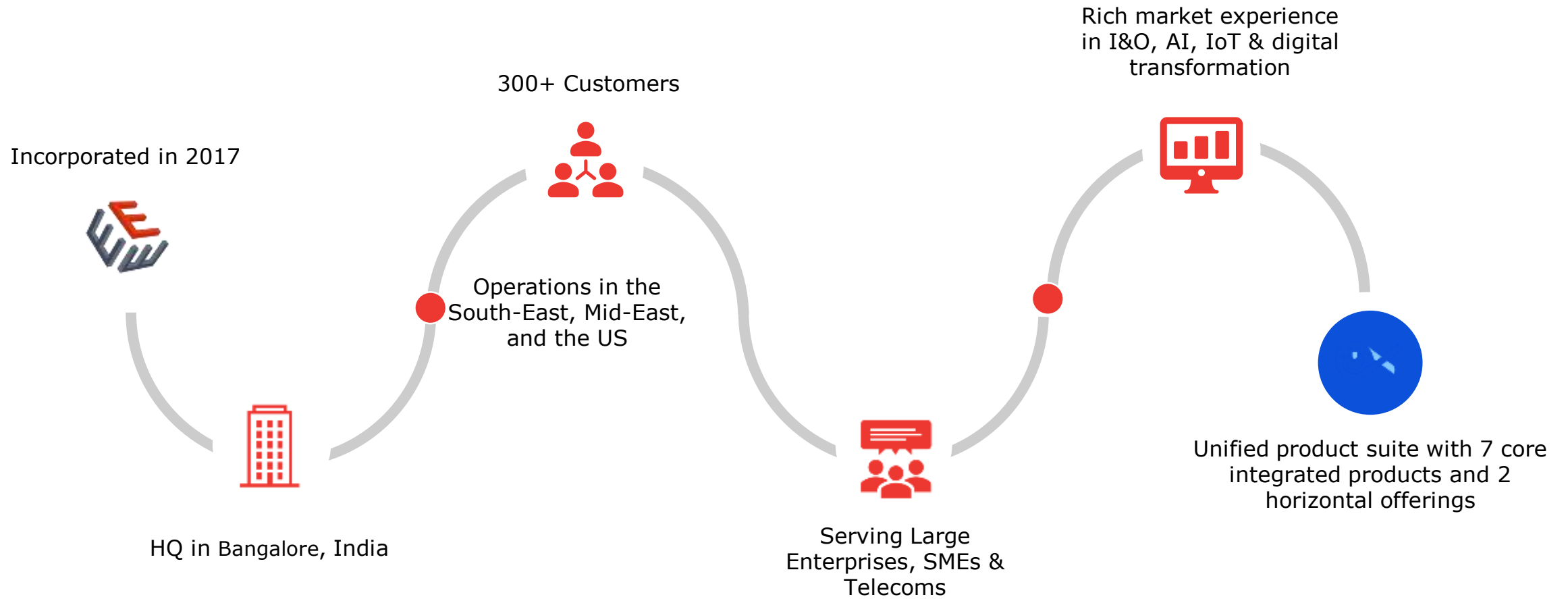Integrated security, data security & GDPR compliance

BENEFITS OF INFRAON SUITE

Onboarding service training modules

Niche IT improvement capabilities

Driven by modern technologies – AI/ML, automation, analytics, etc.

About EverestIMS Technologies

Incorporated in 2017

HQ in Bangalore, India

300+ Customers

Operations in the South-East, Mid-East, and the US

Serving Large Enterprises, SMEs & Telecoms

Rich market experience in I&O, AI, IoT & digital transformation

Unified product suite with 7 core integrated products and 2 horizontal offerings

We use AI & automation to create the enterprise of the future

Thank You

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