Infraon ITSM

everest IMS
EverestIMS Technologies

Data Sheet

Track, Manage, Automate & Control

Your business operations using AGILE methods through a highly efficient ITSM platform, thus transforming service delivery teams into business enablers.

Empower your IT Service Management

A comprehensive ITIL-based tool that enables your organization to shift from a manual & mundane help desk cycle to a business-driven and department-focused cross-functional enterprise service management system. With automated workflow management, extensive API support, and integrated IT management features; Infraon ITSM is the key to transforming your business services with increased productivity and maximum cost efficiency.

- Manage Your Assets
- Use Multi-Tenant Architecture
- Define Business Hierarchy
- Automate Problem Solving

High Availability

Ensure uninterrupted service internally and to end clients through a smart load-balancing process.

High Performance

Deliver high-performance service by reducing resolution time and meeting maximum SLA.

High Scalability

Handle business expansion by seamlessly accommodating team growth with a rapidly scalable architecture.

24x7 Support

Delivery Models

Incident Management

Reduce outages, improve agent productivity, meet SLAs, and manage the complete lifecycle of tickets. Automate Incident workflows to let your IT technicians focus on other important tasks.

Problem Management

Perform root cause analysis based on the visual timeline of events and find a permanent solution for a problem. Reduce incidents, prevent service & business disruptions, and increase staff efficiency & productivity, improving user satisfaction.

Release & Deployment Management

Centrally manage project works and link releases with change. Plan releases collaborate with teams, and track deployment activities easily. Ensure on-time releases by automating processes that involve release & deployment meetings, managing schedules, and the entire work cycle.

User Management

Handle allocated work independently with an appropriate escalation matrix, self-service feature to reduce business downtime and enable proactive communication with minimum resolution time.

Service Asset Management

Gain complete visibility of assets, infrastructure, and their relationships with the CMDB. Find troubling assets, and manage AMC, Warranty, and SLA. Do Location, Barcode & QR code-based tracking. Improve system reliability and provide faster resolution through effective change audits.

Change Management

Control organizational change processes by creating an automated workflow, risk assessment, and approval hierarchy. Use a Change Advisory Board (CAB) workbench to schedule and manage CAB meetings. Update CMDB & IT budgets on change completion.

Knowledge Base

Promote self-learn and increase self-service by centrally publishing articles, solutions, and FAQs. Collaborate among teams, provide access control on each article, and enable attaching of reference documents. Boost productivity with faster resolution time through quick knowledge access.

SLA Management

Create SLAs to provide quality services on time to your end users. Do intuitive SLA management and define escalation levels of hierarchy to ensure SLAs are met.

Stand-alone **features which are now** part of our standard ITSM **product** package

Field Service Management

Generate on-field work orders for Onsite services and bookings. Track field service technicians' geo locations and assign work based on proximity.

Project Management

Centrally manage IT projects and releases. Identify dependencies & risks, manage resources, and track project activities, to deliver projects on time.

Meeting Management

Schedule and manage meetings required by different departments. Capture every meeting detail and auto-release minutes of the meeting to attendees.

Task Management

Track and manage tasks from beginning to end. Prioritize & delegate sub-tasks, manage time, and meet deadlines to increase team productivity.

Franchise Management

Single-highhandedly manage all your franchises through a centralized dashboard to create, review and track tickets and service requests.

Survey & Feedback Management

Create a customer survey in minutes. Quickly get customer feedback to improve the system. Increase business by improving customer experience.

Benefits

1. Unified Platform: A single platform manages all IT services, processes, and operations.

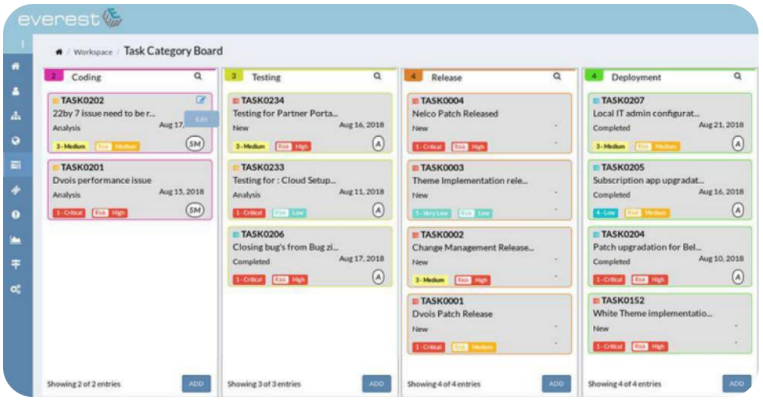
2. Flexible Framework that helps to deploy and continuously improve quickly.

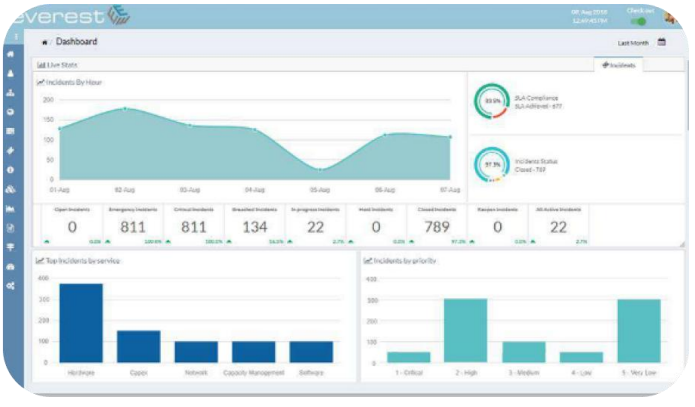
3. Lower TCO Quick implementation, improved productivity, and increased operational efficiency reduce the overall business service & maintenance cost.

4. Enriched ITSM Experience to attain maximum customer satisfaction and provide delightful end-user experience through optimized performance, automated decision-making, and real-time alerting.

Product Highlights

- Dynamic & Configurable Workflows Catalog Driven System
- Centralized CMDB & Knowledge Base
- Self-Service Customer Portal Easy Offline Chat
- Available on Mobile App Multi-channel Support
- Seamless Integration with REST API
- Integrate with external AAA system, Active Directory, & LDAP
- Detailed Audit trail of all user operations





Dashboards & Reporting

An array of reports for detailed insights

- Real-time alerts based on an escalation matrix
- Role-based access to relevant individualistic data (RBAC)
- Service-based catalog-driven workflows
- Configurable dashboards with multi-level drill-down support
- Array of data analytics for incidents of all types
- Search for specific Incident types and fetch relevant data
- Contract-defined SLA reporting and tracking

ITIL PRACTICES 9
ACCREDITED TOOL VENDOR
Infraon Infinity 7
Silver by PeopleCert

PinkVERIFY® Certified
14 PROCESSES

Infraon is certified by Pink Verify as ITSM compatible for 14 processes and by PeopleCert as ITIL 4 compatible for 9 practices.

General Features

Infraon ITSM is certified by Pink Verify as ITSM compatible for 14 processes and by PeopleCert as ITIL 4 compatible for 9 practices.

- It offers a web-based GUI for users, a 24/7 help desk, and a native mobile application for Android and iOS, with role-based access control (RBAC).
- Connectivity to other data sources and third-party apps, intelligent email-to-incident to facilitate the automatic conversion of emails to tickets
- Merges all email communication regarding an incident ticket into a message thread.
- Merging emails regarding a particular incident that includes all responses and avoids duplicates.
- Web-based email client for communication and recording
- REST that integrates with IT infrastructure management to automate events to tickets easily.
- Dynamic REST/WEB API integration through an intuitive no-code methodology.
- Real-time notifications across all communication channels (SMS, Email, and WhatsApp).
- Supports multi-tenacity allowing internal and external users to create tickets from the same portal.
- Import user data from third-party systems via API calls.
- Notify end users or requesters with information that can be scheduled.
- Infraon ITSM provides access to the requester so they can log an incident, track it, chat with the delivery/support teams, and get a faster resolution.

Service Catalogue Management

The Business and Technical catalog can be defined and accessed separately. The Admin can create categories and subcategories in a hierarchical order for the services provided to the end user.

- Define the workflow for each service and process in the service catalog.
- Provide access control to a particular service item or set of end users.
- Attach to different SLA profiles with different services.
- Define the request provisioning and automation model for each service in the catalog, the cost of items and sub-items as well as dependant or supporting services, the capacity benchmarking model for accurate forecasting, and define the request template to create different dynamic inputs for the end user automatically.
- Integrate the CMDB and define the current capacity of the service.
- The KB is the same page as catalog item approval, reviews, or change history.
- Create service classifications that highlight common issues faced by each service.

Self-Service Portal

The self-service portal allows end users and requesters to log in, raise incidents, and browse through the service catalog to raise requests by providing input to a particular service request or address.

- Track incident status, check knowledge articles, or chat with technicians about particular incidents.
- Create surveys on the end user and requester dashboard, and use the incident template to add quick incidents.
- View announcement messages, raise RFC, check the status, and view assets, KB, and reports.
- The tool supports different methodologies and communication channels to raise incidents.

Incident Management

- Users can create, edit and delete incidents through a web interface with a unique ID.
- Automatically records times and dates of the raised incident
- Identify and record the source from which an incident is reported.
- Merge new emails that pertain to an incident that is already created.
- Use Blinking icons to highlight incidents with new or unread emails.
- Receive prompt relevant KB articles when adding a new incident; add KB articles as a resolution for the incident.

- Manage incident lifecycle using state and status defined in the workflow
- Link configuration items to incident records and view the impacted asset detail on GUI, view the previous incident history of that caller, and route incident records to technicians to third-party vendors.
- Use the predefined escalation matrix for each business service with an option to dynamically update the matrix as the incident is being worked on.
- Access permissions for published KB articles for both requesters and technicians to browse.
- Send an email or SMS notification to all concerned users for every state and status change of incidents. Admins/managers can choose which users can be notified by email or SMS for any stage of the incident lifecycle.
- Dynamically change the email or SMS content that notifies users about the incident lifecycle.
- Track end-to-end SLAs and team-wide SLAs for each team assignment.
- Assign incidents to groups, subgroups, and technicians both manually and automatically, add screenshots to the incident, attach subsequent tasks, and define workflows and processes for services and customers.
- Add auto-assignment of incidents to a particular group, subgroup, or team based on pre-defined rules that ensure incidents are assigned to the correct technicians and input a closure category.
- Input work log details manually or automatically using a timer and GUI to record customer feedback through rating, dropdown options or text.
- Create surveys with a list of questions and run them for particular time periods. Comments or notes are logged for every level of support staff and can be extracted in the report with auto-escalation time to higher levels based on incident priority.
- Open, modify, and close incident privileges based on pre-established conditions.
- Clone or tag incidents.
- Use the check-out option to notify requesters or end users about their non-availability
- Use the comprehensive audit trail to record all incident updates throughout the incident lifecycle with timestamps.
- Use incident templates to create where end users and requesters can quickly add incidents from their self-service portals.
- Track engineer location with GPS and automatically add the number of visits per site with an approval process based on the number of visits.
- Assign tickets to field engineers who are logged in to the system based on availability or requester or customer GPS locations to the closest field engineer.

Request Management

Infraon ITSM supports the ITIL request fulfillment process, allowing users to create, edit, or delete service requests through the web interface.

- Create Service requests through multiple methods, including the self-service web portal, email, phone calls, mobile, or from an already logged incident.
- Design the request management input parameter template for each service in the service catalog.
- Design dynamic workflows with notification action for each service that is requested.
- Automate, assign, and track sequential tasks and activities for each process.
- Create service records with unique IDs that can be browsed and requested by the end user.
- Change parameters within the tool by agents, technicians, and teams working on the request.
- Deny or cancel service requests and delete old requests that have been denied.
- Log, classify, categorize, and prioritize requests based on impact or severity.
- Classify requests by service catalog, customer, region, and group, with automatic work orders for sequential and parallel tasks supported by approval workflow.
- Link to SLA timeline to show each request's response or resolution progress.
- Use automated escalation to assign to the respective technician.
- Link request to an impacted asset/CI in CMDB if required.
- Send notifications via SMS/email to stakeholders for each request stage.
- Enables codeless integrations with third-party apps and can call REST APIs at every stage of the lifecycle request.

- Create an asset, change allocation, remove or deallocate the asset and ask for a spare asset required to fufill the request.
- Create bulk requests to upload the CSV, which automatically generates tasks based on its input parameter.
- Use the GPS location and destination of the engineer to track through the request interface for any logistics or fieldwork.

Problem Management

Offers a predefined problem management process compliant with ITIL guidelines.

- Record problems with date, time, source, contact detail, symptoms, and status, and classify problem records according to priority and category, and for escalation based on pre-established rules with the option to manually override conditions.
- Link problem records to configuration items, routed to support partners, created from an incident record linked with other incidents.
- Monitor and track problem records against tolerance breaches and notifies concerned users.
- Get detailed asset information on hardware and software inventory through seamless integration with asset management tools.
- Generate a root cause analysis after problem closure.
- Problem resolution includes a workaround that is also visible in CI records, incident records, knowledge data, and service reports.
- Create known error records in the development environment with the information visible in multiple other records and reports.
- Carry out pain value analysis after analyzing the problem record with inbuilt techniques to find out the root cause with risk analysis techniques, risk records, and mitigation and risk assessment records.

Change Management

The web interface allows users to create, edit, delete, or change requests, with each CR having a unique ID. Authorized users can raise RFC. It allows change records based on categorization, classification, change class, change type, and change category. Change records contain state and status information as well as dynamic workflow definitions with a color code for each status.

- Record required resources and costs to perform change along with benefits and effects.
- Integrate changes with the budget, which is deducted automatically when the change is complete
- Link change records to configuration items and not add to the CMDB if it fails.
- Link change records to the incident and problem records.
- Categorize change tasks by default, or create new categories based on release requirements.
- View all tasks in the form of a Kanban Board. Each task in change management has the following fields - Title, Priority, Status, Due Date, Owner, Estimated Duration, Actual Start Date & Time, Actual End Date & Time & Description. Users can add their own comments to each task created in the tool.
- Use the comment board for all change holders to collaborate. Add private notes for future for reference and use work logs to record time spent.
- Use the auto timer option to automatically record work logs.
- Enable dynamic configuration of document containers for each change; document containers and predefined and can be locked. When locked, no new document can be uploaded, but the document history is maintained with the ability to add comments.
- Maintain change and approval history in chronological order.
- Create a change template for multiple change models with custom fields, role-based access control on the fixed and custom fields, dynamic notification templates, and dynamic workflow rules.
- Add CAB agenda meetings for every change, which are recorded along with the date, users, and discussion points.
- Input closure category with dates and comments, text summary, actual effort record, and PIR for each CR logged
- Detect change collisions with the calendar feature to view change schedules.

Meeting Management

Users can create one-time or recurring meeting records, including location and description.

- Invite attendees and assign roles like the presenter and note taker for the meeting.
- Add multiple agendas for the meeting with the ability to add reference documents for each agenda.
- Mark meeting attendance manually or automatically if users use the tool to log into the meeting. Record notes from every user on every agenda.
- Add action items and user assignments.
- Convert all notes and action items from every user into minutes of meetings and email in a legible format.

Service Asset and Configuration Management

Multiple classes of Configuration Items for categorization and logical grouping can be dynamically created for better logical grouping of CIs.

- Dynamically create custom input forms for each item type, with a unique name and identifier,
- Manage AMCs and provide AMC notifications.
- Create custom dynamic input forms for each item type.
- Add items for each item type manually or via the CSV
- Define what column headers are displayed on the item summary page, where individual CI details for each item type are displayed.
- Store CI details, including asset details and link with customers, incidents, vendors and locations, and attach documents for each CI
- Configure Warranty and AMC pre-expiry notifications
- Automatically create service assets from the EMS/NMS solution.
- Enable bar code and QR code generation for each asset to update CMDB/CI using the mobile app.
- Capture and store the entire history of each CI in chronological order with timestamps.
- Use the mobile app to scan bar and QR codes for physical asset verification, track and tag GPS locations, and update asset location.
- Calculate the GPS distance from the base station to the destination of any asset.

Service Level Management

Multiple SLA templates can be created based on Response Time & Resolution Times with an option to define separate Response Times & Resolution Times for each level of Priority as per the Priority Matrix. Each SLA template has the following fields. SLA Target, Time zone, SLA Start Date, SLA End Date, Description, and SLA Escalation Profile, along with options to attach SLAs with 3rd party vendor Underpinning Contracts.

- Create multiple business hour templates, whether it is 24/7, 9 to 5 etc.
- Segregate business hour templates based on critical business hours from non-critical business hours, exclude certain time periods, like lunch breaks, from the SLA.
- Used response time and availability criteria to determine key thresholds that managers and technicians can monitor and respond to SLA- based tasks appropriately from the tool GUI. SLA records contain information on IT providers and customers, services, service levels, etc.
- Create multiple escalation points as response time thresholds.
- Send Email and SMS notifications when the SLA level is breached.
- Automatically assign Incident, Task or Process to another user, group or role when SLA is breached as per pre-configured workflow.
- Link SLAs to incidents, problems and changes.SLAs can calculate MTTA and MTTR for Field Engineers, Partners and 3rd party Service Vendors.
- Link SLA records to other tools for monitoring, measuring and registration of the performance of IT-provided services.
- Record Underpinning Contracts with 3rd party vendors/franchise/service providers etc., in the tool GUI
- Use the Service Credit and a Business Impact Analysis Framework
- Calculate penalty for users and categories of the tool, and add penalty and rewards formula according to SLA compliance based on violation count, severity level and percentage of compliance for each asset.

Knowledge Management

Offers a powerful knowledge management functionality and can be integrated with the NMS/EMS system

- Provides role-based, team-based & user-based access control on KB articles/FAQ/Information/KE/Solutions etc.
- Add multiple questions/multiple solutions with a single knowledge article in FAQ/Solutions.
- Use the option to promote knowledge to analysts (ServiceDesk) and end userc (ServicePortal), to suggest or advise users about knowledge articles during Incident, call, and processes
- Add knowledge articles with full-text search and keyword search across all fields
- Automatically capture knowledge from Incidents, Problems, Changes and other processes

- Save new resolutions created by technicians as KB articles to ensure KB can suggest solutions to users
- Take a screenshot and put the screenshot as the content of the article
- Auto archive the expired or not relevant article
- Attach files with knowledge articles
- Display a list of Common Problems as KB articles for users to browse through
- Use the access control feature and control the article access to the Team, End-user, Customer, Supplier
- Enable Rating, Like, Dislike, Useful, Not useful and track who has access to the KB article and at what time ' Highlight the duplicate KB article automatically
- Use the feature to find out if there are knowledge gaps, search from external sites, and browse resolutions based on topics in the KB

Release and Deployment Management

Offers the option to create a Relea se record from any Change record to monitor and track the lifecycle of any release. Multiple Changes can be combined together and can be part of One release sprint (Agile)

- Schedule the lifecycle of any activities/tasks related to a Release
- Define Release risk template, risk assessment, expected results etc.
- Bundle and schedule different types of Release Build/packages for deployment.
- Roll-back any release
- Facilitate the definition, creation and versioning of structured Release & Deployment models.
- Use customizable templates for Release & Deployment modules.
- Integrate the Release management module with a Configuration Management System (and CMDBs) to support and maintain the relationship of Release Records to associated CI Records
- Facilitate integration of Release Management with Change Management to enable the creation and maintenance of the linked relationships between Release Record(s) and associated Change Records
- Integrate Release management with a Definitive Media Library (DML) record to support release planning and deployment
- Define Release Management's multiple features with additional details like the owner of the feature, Due date of the feature and description of the feature
- Define tasks/Jobs Schedules required to complete any particular feature of the release record.
- Record the test cycle, test cases against each feature, test result, Issues/Bugs, UAT cases for each feature, and resolve all before closing the feature.
- Support notification and escalation mechanisms for tolerance breaches by particular Release Records based on pre-defined templates and time periods
- Add Custom Fields for Release Management process with Role-Based-Access-Control on both the Fixed and Custom Fields.
- Use Dynamic Notification Templates for sending notifications to respective users via Email / SMS about any change in the State / Status of any particular Release Record
- Automate the Release registration and activity updating throughout the lifecycle of the Release Record.
- Monitor and track the lifecycle statuses of Release and Deployment Management.
- Schedule the lifecycle Release and Deployment activities
- Define & record dynamic release risk template, Release risk assessment, results and rating
- Enable the bundling and scheduling of different types of Release packages for deployment
- Monitor and track the Release distribution and installation
- Create and maintain the links to Release and Deployment documentation
- Facilitate the definition, creation and versioning of structured Release & Deployment models
- Use customizable templates for Release & Deployment Model
- Integrate with a Configuration Management System (and CMDBs) to support and maintain the relationship of Release Records to associated CI Records, integrate with Change Management to enable the creation and maintenance of the linked relationships between Release Record(s) and associated Change Records

- Incorporate or integrate with a Definitive Media Library (DML) to support release planning and deployment
- Use Gantt chart for release planning and to define the multiple features of release and owner of the feature, Due date of the feature and description of the feature
- Define and schedule a Task/Job to complete the feature.
- Record the test cycle, test cases against each feature, test result, Issues/Bugs, and UAT cases for each feature, and resolve all before closing the feature.
- Integrate with the CR, Contract linking against each release record.

Project and Workspace Management

The Project Manager or Team Owner can add Workspaces & access permission, Workflow, and Team structure to execute the project. Each Workspace offers a definition of its team, multiple dynamic automated workflows, notification templates, document containers with version control, task templates, and task categories. Only team members can yiew all the tasks in each workspace with a Kanban board and List View.

- Add from Templates, copy tasks and create similar records.
- Complete Project Planning using tasks, record, plan, revise, actual date, assign, review, and approve the task on GUI.
- Record Worklog automatically using the Timer option.
- Manually record Worklog, Take Private Notes and Public Comments within the Task.
- Chat with all the stakeholders of the task
- Record Subtask, Sequential tasks, and Recurring tasks
- Schedule tasks, Set up a reminder option for the task.
- Delegate a task
- Add the Dynamic Checklist for each task with prompts while completing a task.
- Add Geo Tagging for each task for Field Services
- Add a Dynamic Document Container for each task with version control

Task Management

The Task Management module enables the creation of tasks both independently and as part of certain incidents with the following fields (Title, Priority, Status, Due Date, Owner, Estimated Duration, Actual Start Date & Time, Actual End Date & Time & Description).

- Add comments with respect to each Task that is created in the tool
- Create, edit & delete tasks from the tool GUI based on the user's access privileges
- View own tasks as well as the tasks in the Task Pool based on the users' access privileges
- Attach files to individual tasks as attachments
- Track the GPS location of the engineer and the destination using the task interface.
- Record the complete history of each task with timestamps.
- Enable parent-child correlation between tasks

Reports

Has a well-defined set of pre-configured reports for the Service Management modules and allows changing/customization of fields and time interval for each report

- Export standard KPI and SLA reports in PDF, CSV and .doc formats with multiple types of graphs and data table options, including Matrix reports.
- Use the report wizard to add SQL-type reports with options like Group by, Order by, Filters etc.
- Restrict user access to reports.
- Schedule reports to be sent to user mailboxes in multiple formats like PDF, CSV, spreadsheet etc.
- Change the graph type for easy comparison.
- Reuse an existing report, modify it and save it to a new report.
- Send reports to specific portal users

Dashboard

Offers a pre-defined dashboard for all significant processes- Incident, Problem, Change, Release, SLA, Request, Survey, etc. and pre-defined widgets for all the dashboards.

- Drag and drop widgets and configure the dashboard
- Use multi-level & configurable drill-down options
- Configure any drill-down level with dynamic filters using color coding, multiple graph types, filters, and preview options. Restrict the data visibility based on the Roles, Groups, Subgroups
- Download the dashboard chart option

Finance

Define the budget for each department/division and the year and integrate it with the change. Request with auto deducts once the successful change or request gets fulfilled.

- Create a contract for any vendor registered, the contract rate card for 3rd party vendors or Contract Engineers, based on distance traveled automatically through a GPS tracking
- Generate Automatic billing based on the Tasks/Tickets/Requests performed by the contract vendor or Engineers
- Pass the bills through the workflow process of review and approvals before appearing to 3rd Party/ contract vendors
- Upload inward invoice, and the bill will match with the auto-generated bill
- Track the payment status by vendors and providers
- Attach with assets, PO
- Send contract expiry email alerts and pre-alert notifications to stakeholders
- Create PO for the vendor on multiple assets
- Attach a document, Add licenses
- Define the cost of each service and view it on the Self-service portal

Field Service Management

Field Service Management can be enabled for monitoring field technicians with the help of Infraon ITSM's mobile application. This includes:

- Attendance Management for field technicians
- Location tracking and updates in real-time
- Task management with task allocation based on skill

Chatbot

- Conversational answers – Incorporates Natural Language Processing to interpret human diction that offers nuanced and precisely tailored responses. The chatbot can easily segment users, validate answers, and organize data behind the scenes.
- Live chat – Engage employees through the automation of support functions, resulting in fluid incident registration and resolution.
- Drive Customer Satisfaction - Your customers can now skip long, frustrating waiting times & get their queries answered instantly. It could be regarding a specific product/service availability or anything they need to know in real-time - help is just a bot away.
- Take control - Stay on top of everything, from conversations and frequently asked questions to resolutions, letting you continuously enhance your customers' experience.

Minimum System Requirements *(5 Technicians)* (For VM as well as Physical Server)	
CPU	6 cores
RAM	12 GB
Hard Drive	300 GB
OS	Oracle Linux 8.6 or above (64-bit)
The above-mentioned sizing is for 5 technicians. ***Please get in touch with our Pre-Sales team to get the exact specifications for your POC/Deployment***	

About EverestIMS Technologies

EverestIMS Technologies Ltd. (Everest) is a leading software company – offering ITOM, AIOps, and Telecom OSS solutions. Backed with rich market experience in the I&O, AI, IoT, and digital transformation space, Everest has widespread global footprints through its focused product portfolio. We specialize in providing integrated IT solutions, IT operations, and IT infrastructure to empower corporations, enterprises, and telecoms to deliver future-ready services to end-users. Our goal is to ensure that they adapt and stay competitive in evolving digital landscapes.

Certifications: ISO 20000-1:2018, ISO 9001:2015, ISO/IEC 27034-1:2011, ISO/IEC 27001:2013

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300+
Enterprise Customers

1M+
Interfaces Monitored

5M+
Assets Monitored

100+
Vendors Supported

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