ZService Desk

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- Service Management
- Asset Management
- IT Automation
- Patch Management
- Project Management
- Performance Monitoring

Bundle happiness with
support services

Digital Transformation Crafted for you

Enterprise ITSM & ITAM based on ITIL Framework

Improve the user experience and the way they get support

Happy users deliver the higher productivity. Support service plays crucial role whenever user is in panic situation and need support. While IT departments try to meet SLAs, they usually miss how good experience can be delivered during the engagement with user. ZServiceDesk Solution help users to log the incident or raise the request from various methods such as web, call, email, mobile, BOT, IVR etc.

Our Integrated AI & ML Bot can act as a virtual assistant and can provide the support on 24x7 basis to users. Users can track and have the visibility into the status of ticket, use the knowledgebase and provide the feedback to improve the services.

Get deeper visibility into support services & have higher control

To Manage support services better, it is must to have higher visibility into daily support operations. Our solution provides management dashboards, reports, and helps organizations to view actionable intelligence data which could be helpful to improve the support, deliver it faster, reduce operational cost & increase efficiency.

Make it easy for business users

With GUI based interface and super easy workflow, our solution help business users can carry out all support related functions and track them such as creating incident, request, provide feedback, view assigned asset etc.

Enable support teams to deliver faster support

Most of the times organizations struggle in deliver the IT and Non-IT support due to frequent change of manpower, non-availability of right processes, unmeasured performance matrix, delay in access to the right solution. ZServiceDesk provides the complete workflow to manage all types of tickets and to deliver the support within service level agreements and close the tickets in faster manner using centralized knowledgebase.

Eliminate Manual processes and get your operational cost reduced

While delivering the support services to customer and business users, there are so many manual processes which takes time and due to absence of centralized management, it takes more time to close any ticket or to provide relevant information to user. Our solution helps organizations to reduce operational cost by eliminating manual processes, increase efficiency of support department, and increase business uptime.

> "
> I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.
>
> _— Maya Angelou_

Increase User Satisfaction Level up to	Increase Service Level timelines up to	Increase efficiency of support team up to	Reduction in total cost of operations up to
70%	**50%**	**30%**	**30%**

1 Enterprise Support Services

Establish NexGen Support Desk for Both Customers & Employees

ZServiceDesk helps enterprises to setup a centralized support system to provide support for their customer & internal business users. Users can login the complaints or raise the incidents / requests via phone, email, web, IVR and BOT. Support teams can further prioritize, classify, assign, and investigate the issue with the help of centralized knowledgebase or fulfill the request post appropriate approvals.

IT Support departments can also manage the daily administration tasks, problem tickets, or any changes that may occur in IT Infrastructure and application landscape.

While various support departments can deliver the SLAs to ensure tickets are resolved within the stipulated time, Users can also provide their feedback and can provide remarks to improve the quality of services. Basis on the SLAs & feedback reports, the organization's key stakeholders can develop a strategy on how to make customers and employees satisfied.

GET COMPTETIVE EDGE BY DELIVERING SUPPORT SERVICES TO CUSTOMERS, INTERNAL IT & NON-IT USERS, USING NEXGEN SUPPORT PLATFORM

# 2 BOT Assisted Support

Trained for your Business Environment

Deliver human-like support with Virtual Assistants

BOT is a program which can act as virtual assistant on behalf of customer support executive and can-do human-like conversations with customers and internal business users. BOT can help organizations to enable the support functions to run round the clock, and at the same time organizations can focus on how manual intervention of physical service desk can be reduced to save cost.

While human-based support can manage few clients at a time and work on multiple shifts, BOT is capable of handling thousands of conversations at any moment and can be up and running at all the time, which results in less dependency on less human training and reduced operational costs.

ZServiceDesk AI & ML based BOT can be helpful in different use cases for different organizations. However, the most cost common use cases that can be delivered by BOT are, responding to queries, capture user inputs such as email and contact, create ticket, guide to the solution, redirect to URL, download the file etc.

BOT can be trained to learn your business environment and deliver the support to thousands of users at a time
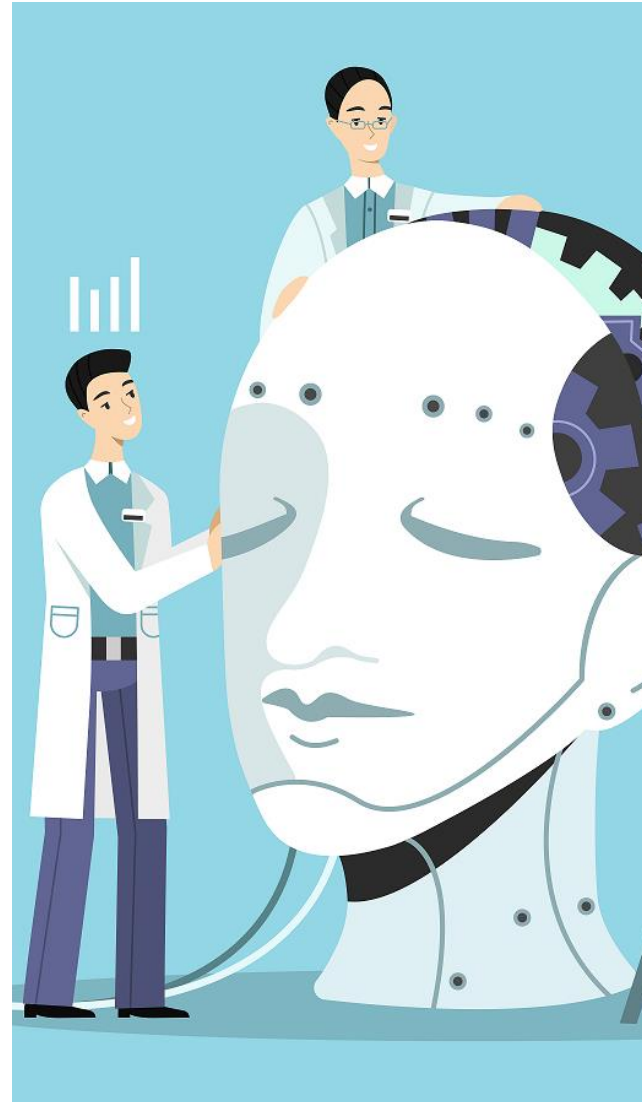
#Great Experience #24x7 Support #Transformation

Reduced Operational Support Cost   # Self Help

3 IT & NON-IT ASSETS MANAGEMENT

Manage Complete Lifecycle

For the organizations with a multi-location presence, Managing the assets is the most tedious task for them. In traditional way, most of the organizations are still using spreadsheets to record the asset information, etc., but still It is difficult to track the assets information and movement history, repair history etc.,

ZServiceDesk enterprise grade asset management solution helps to manage all asset related information from centralized console and deliver intelligent dashboards & reports for asset manager and key management stakeholders.

Our Intelligent asset management platform can record the information such as asset location, type, user, warranty, status, documents, repair history, gate pass, etc., For all IT endpoints (Window, MAC, Linux), it can discover the hardware information such as Make, Model, Serial No, HDD, CPU, RAM etc. and Installed software information automatically. It can help you to find out remotely, which all device drivers are installed, or which services are running on PC.

Software compliances is also a key area where most of the organizations face the challenge while managing the software licenses manually. Our asset management platform can help organizations to manage the license purchase related information and auto-discover the installed software in Organization environment and showcase the actual software metering. It provides the ease of management and help in achieving software related compliances.

- Reduce incidents with proactive measures

- Helps to meet regulatory compliances

- Reduced operational cost

- Eliminate spreadsheets

- Operate with more efficiency

- Achieve complete accuracy
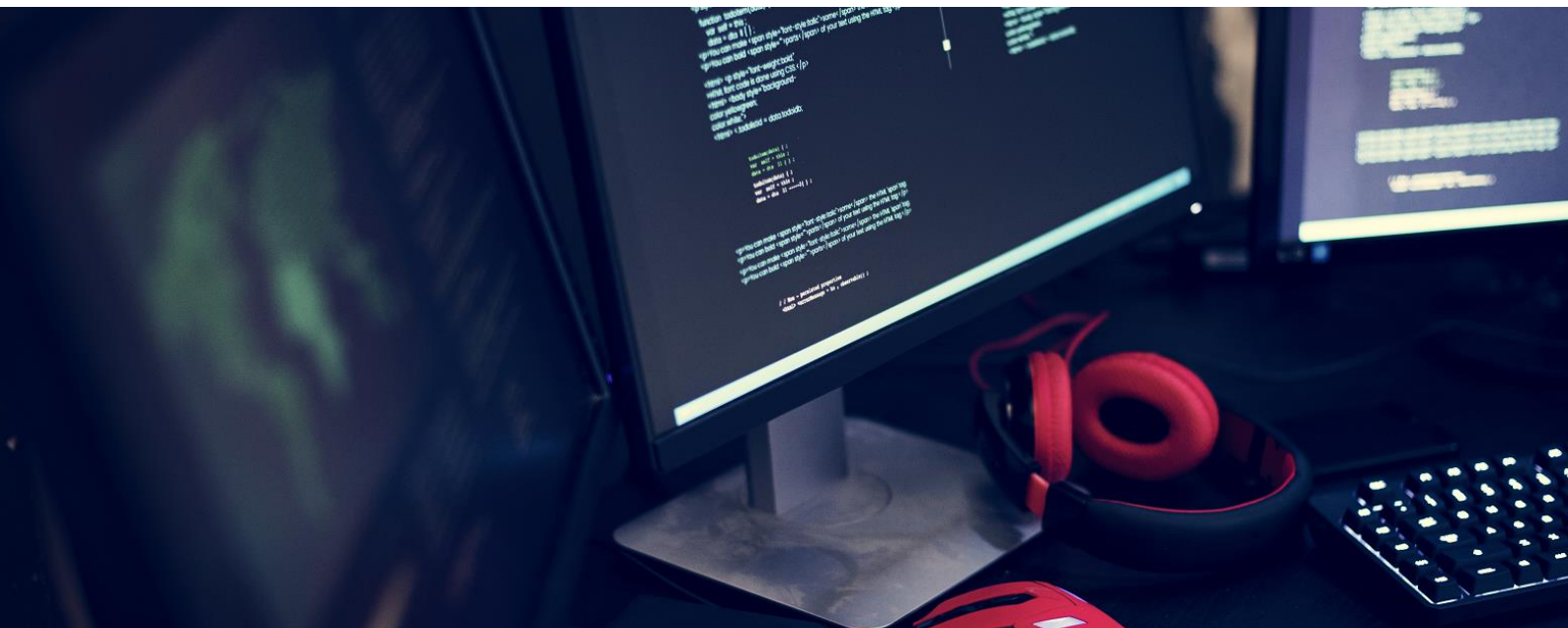
4 ENDPOINT MANAGEMENT

Automation makes it easy

With the increased computing endpoints and geographically spread, it makes very difficult for IT operations managers to keep the eye on the endpoints to ensure every endpoint is secured, and running as per the organization compliances. Due to increased requirements of security compliances, organizations are now more focused on patch management, uninstallation/ deployment of applications, blocking the applications etc.,

ZServiceDesk Endpoint Manager enable IT teams to manage all the endpoints centrally with easy-to-use and easy-to-manage interface. Our advance agents are able to provide all important parameters, such as running applications, running processes, installed patches, missing patches, user information, etc., and can execute the installation or uninstallation of security patches and third-party applications.

Our solution provides ease of management of security patches deployment, higher accuracy, less malfunction, wherein agent can detect the missing patches and can download and install the patches themselves. Third-party patches can be downloaded and installed via ZServiceDesk repository.

- Keep Security Patches up to date

- Automated & Faster Deployment/ Uninstallation

- Automation Scripts

- Windows/Linux/Mac

- Reduced cost of management

No matter where your users are working from, get them connected, secured, updated, managed.

5 PATCH MANAGEMENT

Protecting your Digital Fortress, One Patch at a Time

Patch Management is a critical aspect of maintaining the security and functionality of software systems in today's dynamic technological landscape. Our patch management software offers a comprehensive solution designed to streamline the process of identifying, deploying, and managing software patches across diverse IT environments.

Our Software is equipped with a suite of powerful features to ensure efficient and effective patch management. It excels in detecting missing patches, enabling you to quickly identify and address vulnerabilities. The patches approval feature allows for a controlled and systematic review process, ensuring only authorized updates are implemented. Flexible patch deployment options cater to varied before deployment, minimizing the risk of disruptions. With critical operations. Additionally, the patch rollback feature provides a safety net, allowing you to revert to previous software versions if needed, ensuring continuity and reliability.

- Detect Missing Patches
- Patches Approval
- Flexible Patch Deployment
- Customizable Policies
- Patch Testing
- Patch Scheduling
- Patch Rollback
- Win/MAC/Linux

Identification

Testing

Validation
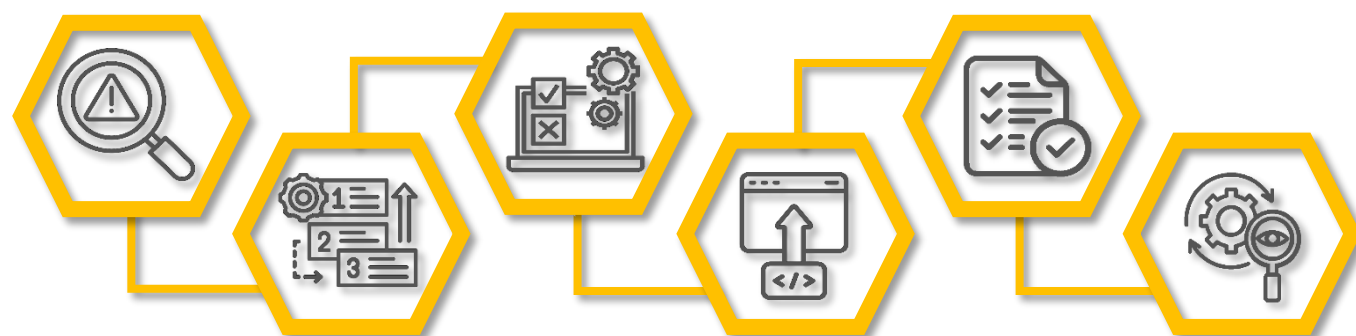
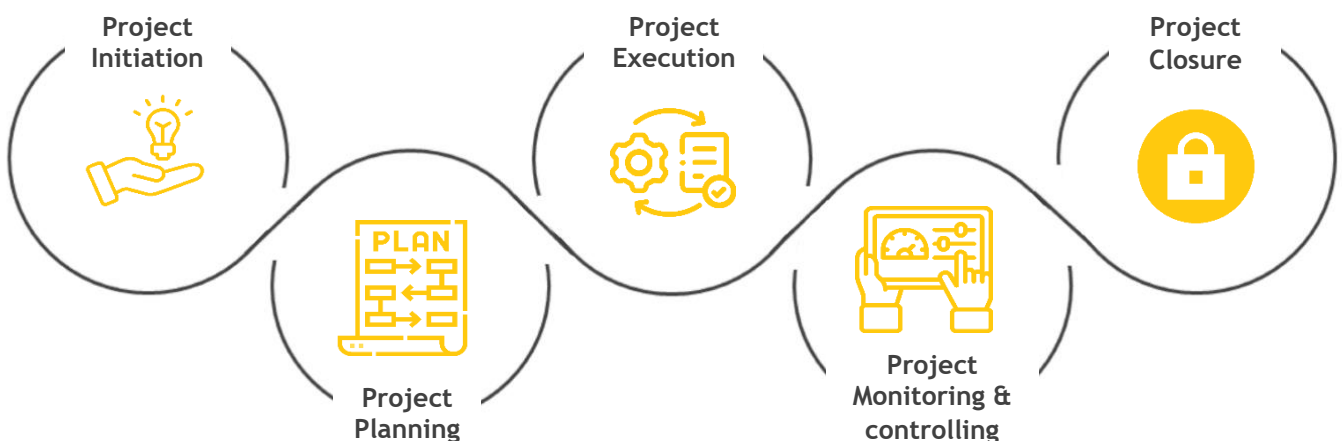**Prioritization**

Deployment

Monitoring & Maintenance

6 PROJECT MANAGEMENT

Turning Ideas into Achievements, Every Project Counts

Our Project Management Software is designed to streamline and enhance the way you plan, execute, and complete projects. Engineered with a user-friendly interface and robust functionality, it empowers teams to collaborate seamlessly, track progress in real-time, and maintain control over every aspect of their projects. Whether you are managing a small team or overseeing a complex, multi-phase project, our software provides the tools and insights needed to ensure timely delivery and optimal results.

Leveraging advanced features such as task automation, resource management, and comprehensive reporting, our software helps you identify potential bottlenecks, allocate resources efficiently, and make data-driven decisions. Its flexible integration capabilities allow you to sync with existing tools and workflows, providing a cohesive and unified project management experience. Designed for scalability and adaptability, our software is the ultimate solution for organizations looking to enhance productivity, maintain project alignment, and achieve excellence in project delivery.

- Comprehensive Planning

- Team Collaboration

- Milestone Tracking

- Task & Sub - Task

- Gantt Chart

- Resource Planning

- Documents Management

- Alerts & Notifications

- Dashboard & Reports

Project Initiation

Project Planning

Project Execution

Project Monitoring & controlling

Project Closure

7 PERFORMANCE MONITORING

Increase Business Uptime

To manage, it must be monitored. Every business now has dependency on IT Infrastructure, even to run basic business operations such as Production, HR, Admin, etc., Any downtime in IT Infrastructure components sometime leads to major outbreaks in business operations.

ZServiceDesk helps organizations to continuously monitor the availability and performance of critical components such as Servers, Network Devices, Links & Databases, etc.,

With the help of Intelligent Dashboards, Performance Metrics, Availability Graphs, Topology, Alert & Notifications, comprehensive and in-depth parameter monitoring, detection of root and resolution can be performed in reduced TAT.

- Server Monitoring
- Network Monitoring
- Links Availability Monitoring
- Database Monitoring

Enterprise Service Desk

- Incident Management
- Service Request Management
- Task Management
- Problem Management
- Change Management
- SLA Management
- Vendor Management
- Contracts Management
- User Feedback Management
- Knowledgebase Management
- Document Centre
- Role Based Logins
- Multiple Support Departments
- Multiple Support Groups
- Multi-Location SLAs
- SLA Uptime Measurement
- HTML Email / SMS Notifications
- Approval Workflows
- Change Approval Board
- User Portal Login
- User Asset Mapping
- AD / LDAP Authentication
- Local DB Authentication
- Asset & Tickets Mapping
- Advance Search Filters
- 50+ Inbuilt Dashboards
- Custom Reports

- Reports Scheduling
- Ticket logging (Email, Web, Call, BOT, IVR, Third-party Apps)
- Front-End Configurations Management
- IVR/SMS Gateway Integration
- Modern User Interface for ease of use
- Machine Learning based Auto-Classification
- Auto-Assign Rules
- Escalation Matrix
- Status & Audit Logs
- Granular Roles Based Access

Integrated BOT

- Incident Logging
- Respond to User queries
- Self-Guided Support
- Download Document & Drivers
- Redirect to URLs
- Capture User Inputs
- Track incident status
- Search Asset Information
- Trained to learn your environment

Self-Heal

- Online/Offline App to run the scripts to resolve the issues.

IT & Non-IT Asset Management

- CMDB/Lifecycle Management
- HW/SW Auto-Discovery (Win/Linux/Mac)
- IP Assets Discovery
- Inventory Management
- Consumables Management
- Gate Pass Management
- QR Codes Printing, Reconciliation
- Preventive Maintenance
- Asset Allocation
- AMC / Warranty Notifications
- IMAC Print
- Stock Management
- Contracts Management
- Vendor Management
- Incidents/Repair Logs
- Bulk Assets Imports
- Store Management
- Asset Relationship
- Documents Upload
- Auto - depreciation
- Software License Management
- Software Metering/Normalization
- Documents Upload
- Insurance Management
- Asset Status Logs
- Asset Audit Logs
- Alerts & Notifications
- Custom Reports

Endpoint Management & Automation

- Discovery – System Configuration, HDD, RAM, OS, Graphic, Sound, Drivers, Installed Software, Processes, etc.
- Patch Deployment/Uninstallation/RDP Remote
- Software Deployment/Uninstallation
- Manual/Auto deployment
- Logs Collection
- Automation Scripts
- Health Check scripts
- Win/Ubuntu/Mac Support

Performance Monitoring

- Link Availability Monitoring
- Server Monitoring
- Network Monitoring
- Database Monitoring
- HW & SW Detection
- Health Monitoring
- CPU Monitoring
- Memory Utilization
- Disk Utilization
- Network Utilization
- Ports Monitoring
- Ports Utilization
- Availability Graphs
- Uptime Graphs & Reports
- Multiple Grouping
- Alerts & Notifications
- Intelligent Dashboards
- Custom Reports

Key Reasons to BUY

- Enterprise Grade Web Application
- Highly Scalable
- Most flexible third-party integrations with more than 400 REST APIs
- Easy to Use Graphical User Interface
- Modular Approach to meet business needs
- Customization as per business requirement
- Available in On-Premise & Cloud Version
- Available in Annual subscription and perpetual models
- Lower TCO

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