

IT Service Management

Make your IT delivery seamless across all business operations

“tbITSM is an adaptable and comprehensive Service Management solution designed to manage processes, events and functions that impact on the effective performance of the entire enterprise”

tbITSM is fully equipped with everything you need to manage service and support functions. However, with IT departments responsible for much more than just the Service Desk, greater capabilities are required from a modern Service Management platform.






A single platform enables you to take full control of your IT operations and to offer exceptional customer service, achieved through effective operational performance.

So much more than IT...

With the flexibility of the underlying software platform, tbITSM deployments can be extended to multiple departments and business functions, providing the opportunity to maximize investment in service management capabilities.

TechBridge ITSM (PinkVERIFY certified)

tbITSM offers a range of services to support your IT and business operations

 Incident Management	 Request Fulfillment	 Problem Management
 Service Level Agreement	 Combines Categorization	 Escalation
 Impact	 Urgency	 Priority Calculation
 Change Management	 Status Standardization	 Asset Management

Business Challenges

Legacy systems hinder growth by widening the gap between IT and business

Traditional ITSM products are not designed for modern IT infrastructures, and interacting with IT is usually cumbersome, clumsy, and complex. Due to technical limitations, existing ones are not fully utilized. The gap between IT teams and businesses with technologies that reduce employee engagement, it's still growing. As a result, the ITSM software industry is undergoing rapid innovation as it becomes increasingly complex to manage support services in a hybrid environment consisting of integrated cloud-enabled digital assets such as mobile, tablets, BYOD, and complex businesses.

TechBridge ITSM Solution

Delivering end-to-end Service Automation

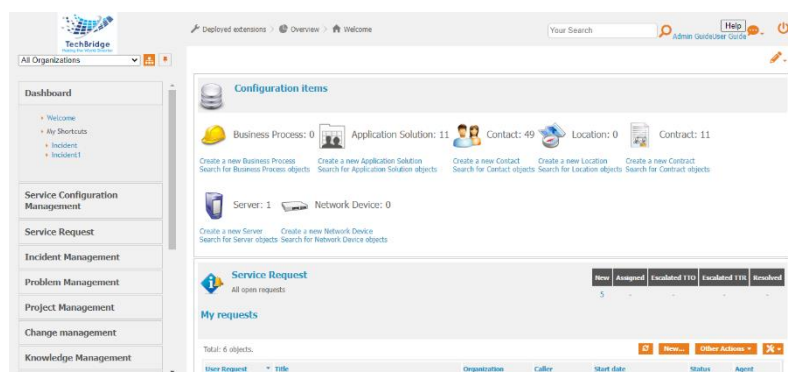
ITIL-enabled platforms organize information, automate support workflows, eliminate manual / backend complexity, promote self-service, maximize productivity, and improve the user experience. The platform provides a modern user interface, built-in templates and guides, instant universal search, and insights to help IT teams work efficiently and optimize the delivery of IT services. The platform significantly reduces the number of inbound tickets, helps create a centralized knowledge base, facilitates the management of multiple assets, meets audit requirements, and improves the performance of IT service desks.

BENEFITS:-

- Minimize risks and impacts associated with poor IT management
- Enhance productivity of technicians
- Service Desk Context View for IT Team
- Analysis of IT trends and automation of workflows
- Reduce the number of recurring problems
- Trusted Service Desk Operation
- Adhere Service Level Agreements & IT Compliance

FEATURES:-

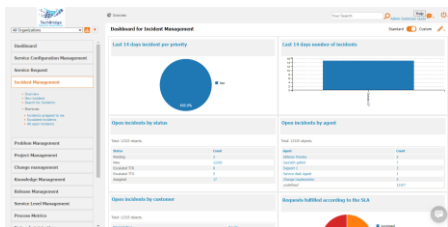
- Customize your support desk for consistent support tailored to the needs of the company.
- Intelligent/Auto location mapping with Asset
- Powerful automation of dynamic, code-free workflows
- For a Google-like search experience, use the Universal Advanced Search box with proactive filters.
- Smart Ticket Assignment for auto assigning tickets based on agent's support level, technician group & workload
- Resolve tickets quickly based on priority, receive notifications when SLAs are breached, and track performance. Time-to-response and time-to-resolve SLA
- Auto asset discovery in Windows, Linux, Mac & auto-updates location to know where your assets are
- Software Metering to identify if software are under-utilized or over-utilized.
- Plug-in driven architecture
- Notification through Email, SMS & Mobile
- Comprehensive Reports from Summary, Matrix, Tabular, etc.
- Import Asset details to CMDB using CSV.
- Ban certain emails and domains from creating tickets.
- Disaster recovery automates the process of replicating the database of the main to remote server.
- Easy export of request, problem & change ticket details



Incident Management

tbITSM provides a customizable approach to log, track, and address service disruptions, making incident prioritization a snap and lost issues obsolete.

tbITSM will even manage your support inboxes on your behalf so you don't have to. One incoming email might start an Incident, while another might add an update or even close it. You'll see an improvement in first-call resolution, better visibility of escalated issues, and higher customer satisfaction scores with tbITSM.



Problem Management

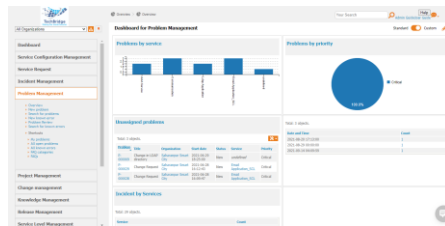
Problem management is important to ensure that the root cause of the underlying problem is found. If left unchecked, these issues can have a significant impact on resources and service desk teams.

Problem management in tbITSM enables you to:

- Automatically search the problem database for problems while investigating customer incidents
- Track the cause of all issues
- Reduce the impact of the issue by posting known errors and workarounds to the knowledge base.
- Raise Change Requests to remedy underlying structural Problems

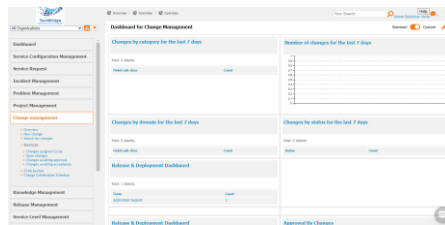
- Keep an eye on the financial impacts of Problems and manage resource utilization more effectively.

Effective problem management improves the way you track and diagnose the underlying problem. Feed for effective change control processes for greater visibility and transparency, better knowledge sharing, and faster resolution.



Change Management

Handles and manages the changes smoothly and minimizes the impact that is taking place due to major changes and ensures that a standardized change-model is followed for the purpose of control.

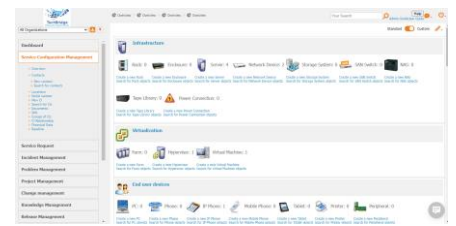


Service Asset & Configuration Management

Hardware Asset | Software Asset | Non-IT Asset

Systematically operate, maintain, implement, and dispose of IT hardware and software. Increase your IT team's productivity by increasing visibility and control to address everyday IT issues and

issues that help minimize downtime that impacts your business. The CMDB feature provides a centralized repository for managing and allocating all IT configurations. This module also provides purchase and contract management to prevent the installation of prohibited software. It also provides an asset audit trail that records all the details of all the actions performed by the user.



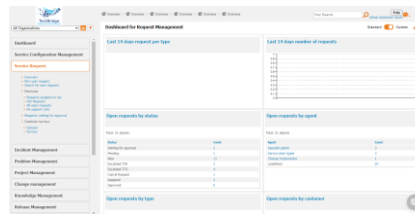
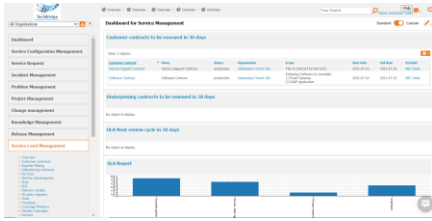
Service Level Agreements

Maintaining control of service level agreements (SLAs) is a key factor in successfully meeting key performance indicators (KPIs) and ensuring continued customer satisfaction.

Your customers demand quality service and often need statistics to back them up. tbITSM enables you to:

- Set service level agreement goals based on defined priorities
- You will be notified automatically if there is a possibility of violating the SLA
- Create a hierarchy of preferred customers and VIP SLAs
- Reports and analysis
- Achieving performance compared to service level goals

- Generate reminders of impending SLA target failures and automate incident escalations



Power-up Support with the out-of-box ITSM platform

Request Fulfillment

The main goal of meeting ITIL requirements is to meet the service requirements submitted by the user.

Service requests are often standard changes, such as password change requests or information requests. Simply put, compliance is giving users access to the services that IT provides them.

The goals associated with the process of meeting the requirements are:

- To help users understand the services available, how to request services, and how long it takes to respond to the services.
- Create an available process to process and execute service requests
- To manage the delivery of the requested service within the specified time
- To notify the user of the status of the request
- To handle general information, comments and complaint requests

Workflow Automation: Rule-based routing automates the ticket management system, automatically escalate issues, provide real-time tracking, and send automatic notifications when ticket status is updated. Helps IT teams get rid of the hassle of manually managing service requests.

Power with Ease: A simple and powerful reporting tool supported by drag-and-drop dashboards that meet the needs of today's IT teams.

Boost Productivity: This platform provides great visibility to help keep all members of the IT support team on the same page. Advanced analysis also helps IT teams make decisions faster.

Greater ROI: A single support point improves service delivery for both IT and non-IT business functions.

Seamless Integration: The tbITSM platform can be integrated into multiple applications using the REST API and seamlessly integrated into existing systems to support future technologies.

FOR MORE INFORMATION

About TechBridge

TechBridge is the World's leading Product & Solutions Company. Data Center Applications, Collaboration and Real Time Communication. DC Management and Monitoring, Disaster Management, Security, Collaboration and Cloud. Its market-leading Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. We are an expert and leader in Government Solutions, Smart City Solutions, Data Centers and Large Enterprises. We do custom applications also, as per the customer requirements.

Certificates:-



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