

IT Service Management

Transform your business with our tbITSM

Improve your end-user experience by adding intuitive self-help and personalized services. Improve IT support and operations in an effective environment for teamwork and clear performance reporting. Our ITSM solutions provide powerful ITIL framework coordination and mature integration with other IT and business systems.

tbITSM meets the specified standards of ITIL v3, the most widely accepted best practice framework for Service Management Software.

It provides numerous advanced features for inventory, asset and HELP DESK management.

ITSM Software – that helps you plan and manage IT changes in an easy way, solve problems efficiently when they come and allows you to take control over your company's IT infrastructure.

ITIL v3

The service desk is central to most IT Service Management (ITSM) activities, as described in V3 ITIL best practices. The Information Technology Infrastructure Library (ITIL) is a widely used and comprehensive framework that provides best practice guidance for deploying ITSM. Use ITIL as a way to review, define, and improve your ITSM process. Implementing a new service desk toolset that provides the functionality to support these ITIL processes is an important part of providing the services and benefits that ITIL-based processes can provide in-house.

It combines classification, escalation, service level agreements, impact, urgency, priority calculations, status standardization, validation requests at several levels, and implementation of automated workflows based on business guidelines.

- User interface or service-oriented interface
- Create and renew tickets via email, IMAP / POP media search
- Integration with NMS for alarm and alarm-based ticketing
- Manually create and update tickets using the web-based user interface
- Valuable data from the system: total cost of ownership, monitoring of hardware failures, etc.
- Predefined ticket templates for incidents, service requests, solutions, and pre-filled tasks.
- Supports availability management (start and end times). A knowledge base linked to a ticket that can automatically escalate issues, changes, or projects.
- Automated workflow engine based on complex business rules and escalations
- Manage service level agreements (SLAs), service level targets (SLTs), and operational level agreements (OLAs)
- Satisfaction survey after the ticket is closed.

KEY FEATURES:-

- Provide users with mobile access to the service
- Adapt services and processes to your company's needs
- Avoid solution churn by adopting a truly flexible solution that meets future needs
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- Problem creation from multiple sources: form, incident, change, park asset
- Problem impact analysis, evaluate symptoms and find their causes
- Follow the progress until a final valid solution
- Feed the knowledgebase with valuable data of known errors
- Cost traceability for schedules and materials
- Create changes from incidents, requests, or problems
- Analysis, planning, solution
- Link changes with the knowledgebase
- Link changes to inventory items
- Expense Management

FEATURES:-

Incident Management

- Improved ownership and management of incidents
- Elimination of lost incidents and requests
- Faster responses to major incidents
- Leads to reduced impact of incidents by timely resolution, thereby increasing effectiveness
- Improved availability of management information related to incidents
- Improved first-time fix rate of incidents through better access to known error and workaround information
- Custom tags and classifications
- Collaboration
- Time tracking
- Canned Responses
- Scenario Automation
- Complete ticket life cycle
- Multi-level Workflow Automation
- Mobile app for end-user ticketing

Problem Management

- Reduction in number of incidents through pro-active problem management, leading to improved service quality
- Long-term reduction in number of problems and errors
- Define nature of Problem Root Cause Analysis
- Known Error
- Database Provision for work-around suggestions
- Easy mapping with Incident & Change

Service Level Management

- IT Services designed to meet customer's Service Level Requirements leading to improved relationship with satisfied customer
- Improved visibility of performance targets and responsibilities
- Improved service monitoring identifying areas of weakness that can be improved, or where customer/user training is required
- Provides method of demonstrating what value customers are receiving for their money
- Get predefined SLAs
- Create custom SLAs
- Set multiple escalations
- SLA based on multiple business hours
- Break time Support

Service Asset & Configuration Management

- Asset inventory: computers, screens, printers, network equipments, devices and phones
- Detailed view of assets, with their connections and network ports
- Complete historical for each asset modification
- Installed software management
- Operating system management (name, version, edition, kernel, license, etc)

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- Internal components management
- Network components inventory, remote port connection (IP address, MAC address, VLAN, network outlet, etc)
- Asset lifecycle management (from stock to withdraw)
- Virtualization (host to vm relation, operating system, software)
- Datacenters management (rooms, enclosures, racks, PDUs) Inventory of printers, cartridges and consumables
- Certificates management
- Telephony management: lines, phones, sim cards
- Assets reservation
- Network discovery and local inventory
- Asset Lifecycle Management
- Asset Relationship Mapping
- Barcode Asset Scanner
- IT Asset Discovery
- Software License Management
- Inventory Management

Reporting

- KPI Management
- Multiple Report Format Export as, XLS, and CSV
- Scheduled and Custom Reports
- Custom Dashboards

Service Catalog

- Separate SLA
- Access control
- Separate approval & workflow automation
- Task scheduling for different services
- Approval Workflows
- Automatic Assignment

Software Inventory and Licenses Management

- tbITSM is a powerful solution for managing software and licenses
- Automatic inventory of installed software;
 - Windows
 - Mac OS X
 - Linux and BSD
 - UNIX (AIX, Solaris, HP-UX)
 - Report the installation number and software version
 - Platform installations
 - Fill out property information required for the maintenance such as supplier or contracts.
 - Keep track billing, including asset information
 - tbITSM offers the ability to create software categories and assign them automatically.
 - Rules engine for assigning categories to software
 - Visualize all software by category

Administrative and Financial Management of It Assets

- You can enter the dates corresponding to important actions on the life of an element.
- tbITSM can be configured to inform these dates automatically (change of status of the good, reception of the material, etc.).
- Fill out the warranty information of your devices, and receive alerts once expired.
- Set budgets and associate the materials with them. You can see in real time the consumed and remaining resources on each setup budget.
- tbITSM calculates the total cost of ownership (TCO) of the property.
- Fill out property information required for the maintenance such as supplier or contracts.
- Keep track billing, including asset information.

- Store documents associated with the goods acquired (invoices, delivery note, technical documentation, etc.)

Request Fulfillment

- **Request fulfilment support**
This sub-process of request fulfilment provides and maintains the tools, service request model, processes, skills, and policies necessary for the effective and efficient execution of the efficient processing of service requests.
- **Request logging and categorization**
This sub-process of request fulfilment records and categorizes the service requests, including checking the requests for completeness and the requester's authorization to submit them, in order to support swift and effective processing of the service requests.
- **Request model execution**
The objective of this sub-process of request fulfilment is to execute the lifecycle of a service request within the time schedule agreed in the service level agreement.
- **Request monitoring and escalation**
This sub-process of request fulfilment aims to continually monitor the processing status of in-progress service requests, so that action can be taken as soon as possible if service levels are likely to be breached.

Request closure and evaluation

This sub-process of request fulfilment carries out quality controls on the service request resolution and associated service request record before the request can be fully closed. The aim is to ensure that the service request has been satisfactorily fulfilled and that all the information required to describe the lifecycle of the request has been captured in sufficient detail. The sub-process also aims to achieve continual improvement for the request fulfilment process by learning lessons for the future from the processing of this request.

Change Management

- Change Lifecycle Management CAB (Change Approval Board)
- Dedicated Planning
- Stage Change history
- Release Lifecycle Management
- Dedicated Build & Test Stages

Notification Medium Support

- E-Mail
- SMS
- WhatsApp

System Requirements:-

- 12 vCPU or 12 core CPU
- 16 GB RAM
- 200 GB Hard Disk
- Ubuntu 18.04 LTS or Centos 7.4 (physical or virtual)

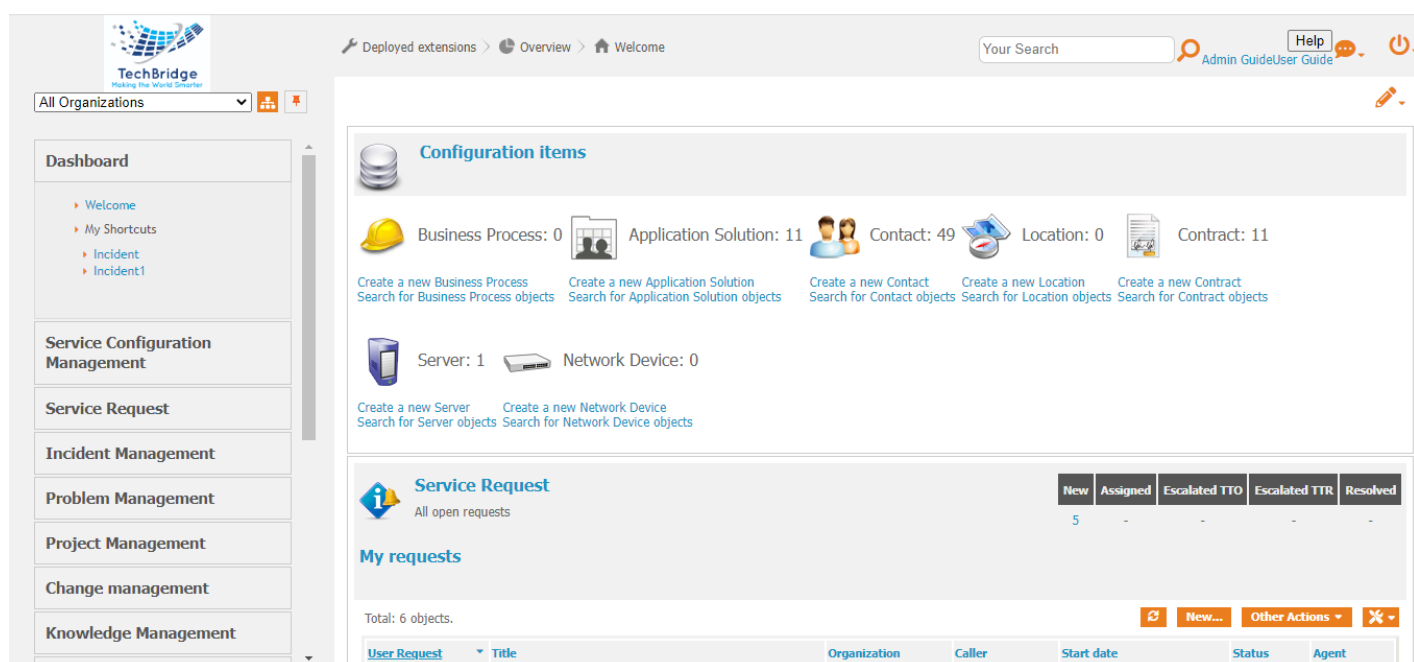
Knowledge Management

- In tbITSM establish a centralized repository for IT documentation.
- tbITSM regularly evaluate and enhance knowledge management practices.
- tbITSM supports role-based knowledge items.
- tbITSM automatically create knowledge management entries from incident.
- It provides web-based knowledge base that assists in finding, organizing, and publishing knowledge articles.
- Establishes a review process where role-specific knowledge items undergo validation.
- It provides automated administration.

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Workflow Management

- It analyzes existing processes to identify areas for automation.
- It has ability to graphically design process workflows such as automatically triggering a discovery scan.
- Able to integrate with external systems for automation and data exchange.
- It is capable of Multi Tenancy support.

The screenshot displays the TechBridge ITSM dashboard. The top navigation bar includes 'Deployed extensions', 'Overview', and 'Welcome'. A search bar is present with the text 'Your Search'. The main content area is divided into several sections:

- Configuration items:** A summary of various IT assets:
 - Business Process: 0
 - Application Solution: 11
 - Contact: 49
 - Location: 0
 - Contract: 11
 - Server: 1
 - Network Device: 0
- Service Request:** A table showing the status of open requests. The table has columns for 'New', 'Assigned', 'Escalated TTO', 'Escalated TTR', and 'Resolved'. The 'New' column shows a value of 5.
- My requests:** A section for user-specific requests, showing a total of 6 objects.

The bottom of the dashboard features a table with columns: 'User Request', 'Title', 'Organization', 'Caller', 'Start date', 'Status', and 'Agent'. There are also buttons for 'New...', 'Other Actions', and a refresh icon.

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:-

ISO 9001



ISO 27001



ISO 20000



CMMi L3



ISO 15408-1



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