

PRODUCT DATASHEET

tbITSM: IT Service Management
Transform your business with our tbITSM

INTRODUCTION

tbITSM is Certified on ITILV3 and compliant ITILV4 for the Service desk includes Incident, problem, change, SLM, Request Fulfilment, knowledge management etc 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.

FEATURES DESCRIPTION:

INCIDENT MANAGEMEN

- Collaboration
- Time tracking
- Canned Responses
- Scenario Automation
- Complete ticket life cycle
- Custom tags and classifications
- Multi-level Workflow Automation
- Mobile app for end-user ticketing
- Faster responses to major incidents
- Classification of incidents based on the Serverity, priority, impact etc.
- Improved availability of management information related to incidents
- SLA triggering on the basis of severity, priority, CI, Assets, requester of tickets etc.
- Improved ownership and management of incidents
- Elimination of lost incidents and requests
- Leads to reduced impact of incidents by timely resolution, thereby increasing effectiveness
- Improved first-time fix rate of incidents through better access to known error and workaround information

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
- Supports auto resolution of incidents (self healing)
- Supports Integration with third part application by using rest API, Web services & SDK based

• The Benefits

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.

PROBLEM MANAGEMENT

- Known Error
- Creation of knowledge management
- Easy mapping with Incident & Change
- Define nature of Problem Root Cause Analysis
- Database Provision for work around suggestions
- Long-term reduction in number of problems and errors
- Auto assignment of knowledge based on the Category
- Able to send the notification to problem manager & analyst
- Reduction in number of incidents through pro-active problem management, leading to improved service quality

SERVICE LEVEL MANAGEMENT

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

SERVICE CATALOG

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

CHANGE MANAGEMENT

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

REQUEST FULFILLMENT:

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.

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

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

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 subprocess also aims to achieve continual improvement for the request fulfilment process by learning lessons for the future from the processing of this request.

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

SERVICE ASSET & CONFIGURATION MANAGEMENT

- Assets reservation
- Barcode Asset Scanner
- Certificates management
- Asset Relationship Mapping
- Asset Lifecycle Management
- Installed software management
- Internal components management
- Network discovery and local inventory
- Complete historical for each asset modification
- Telephony management: lines, phones, sim cards
- Asset lifecycle management (from stock to withdraw)
- Detailed view of assets, with their connections and network ports
- Virtualization (host to vm relation, operating system, software)
- Operating system management (name, version, edition, kernel, license, etc)
- Asset inventory: computers, screens, printers, network equipment's, devices and phones
- Network components inventory, remote port connection (IP address, MAC address, VLAN, network outlet, etc)
- Datacenters management (rooms, enclosures, racks, PDUs) Inventory of printers, cartridges and consumables

- CI management
- IT Asset Discovery
- Inventory Management
- Configuration Management
- Software License Management
- Centralized CMDB MANAGEMENT
- Tracking of Changes through central CMDB
- Affected CI management with respect to change management, incident management etc.

SOFTWARE INVENTORY AND LICENSES MANAGEMENT

- tBITSM is a powerful solution for managing software and licenses
- Automatic inventory of installed software;
 - 1.Windows
 - 2.Mac OS X
 - 3.Linux and BSD
 - 4.UNIX (AIX, Solaris, HP-UX)
 - 5.Report the installation number and software version o Platform installations
 - 6.Fill out property information required for the maintenance such as supplier or contracts.
 - 7.Keep track billing, including asset information

REPORTING

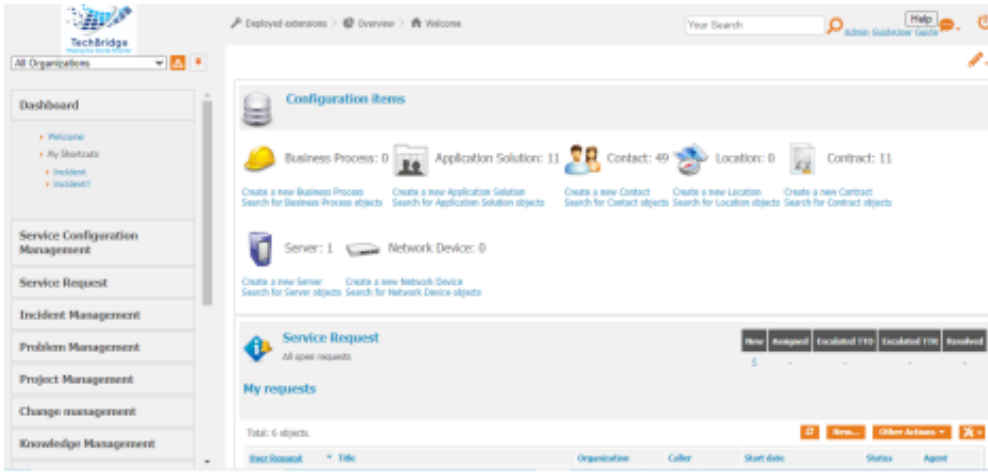
- KPI Management
- Custom Dashboards
- Scheduled and Custom Reports
- Multiple Report Format Export as, XLS, and CSV

NOTIFICATION MEDIUM SUPPORT

- E-Mail
- SMS
- WhatsApp

SYSTEM REQUIREMENTS

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



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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