

tbITSM: IT Service Management

INTRODUCTION

As the organizations endeavors to enhance its IT service management (ITSM), there exists a need for a comprehensive ITSM software solution. TechBridge tbITSM imbued with cutting-edge technologies such as Artificial Intelligence (AI), Machine Learning (ML), Advanced Analytics, Automation, and Big Data, aimed at optimizing IT Operations and Processes, advancing incident handling to the next level, and seamlessly integrating with Asset Management tools for centralized ticket creation. Furthermore, the solution should adhere to the ITIL v4 framework, ensuring a standardized approach to incident management.

Features

- Incident Management
- Problem Management
- Change Management
- Service Level Management
- Automatic Escalation of Incidents
- Service Configuration Management
- Robust Configuration Management Database
- Supports Integration with third party applications



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 offers a state-of-the-art solution to address the intricate challenges faced by modern enterprises:

- 360° Ticket Asset Correlation
- Integration with PBX Solution
- Two-way Integration with Jira
- MTTR and MTBF Metrics
- Fully Customizable Dashboards
- CyberSecurity Incident Management Platform
- Virtual Support Agent: A business-consumer-facing conversational interface

tbITSM – How it works?

TechBridge tbITSM enriched with state-of-the-art technologies like Artificial Intelligence (AI), Machine Learning (ML), Advanced Analytics, Automation, and Big Data, aimed at enhancing IT Operations and Processes, elevating incident management, and seamlessly integrating with Asset Management tools for unified ticket creation. Additionally, the solution must align with the ITIL v4 framework, guaranteeing a uniform approach to incident resolution.

BENEFITS

- Boosted Analytic Insight
- Elimination of Repetitive Tasks
- Better Efficiency in the Service Desk
- Simplified Ticket Creation and Routing
- Improved Flexibility in User Experiences
- Streamlined Escalation of Major Incidents
- Up to 42% of Cost Saving in Business Processes
- Efficient Incident and Problem Management Processes

INCIDENT MANAGEMENT

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

Change management handles and manages changes smoothly, minimizing the impact of major changes and ensuring a standardized change model is followed for control purposes.

- Intelligent Risk Advisory: Utilizes historical data and clustering techniques to assess the risk of planned changes by comparing them with similar past releases, thereby mitigating potential risks.

SERVICE ASSET & CONFIGURATION MANAGEMENT

Service Configuration Management is used to manage the Configuration Items (CIs) within ITSM. Key features include:

- Providing a centralized repository for managing and allocating all IT configurations through the Configuration Management Database (CMDB).
- Maintaining and tracking the configuration of critical IT components.
- Ensuring that the IT infrastructure is aligned with the business objectives and requirements.
- Supporting impact analysis and change management by understanding the relationships and dependencies among CIs.

SERVICE LEVEL AGREEMENTS

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

REQUEST FULFILLMENT

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

KNOWLEDGE MANAGEMENT

- Solution and Knowledge Matching: Utilizes one or more knowledge sources to provide relevant solutions and information to users.
- Public Knowledge Discovery: Leverages public large language models (LLMs) to enhance the knowledge base with up-to-date information and insights.
- Managing and distributing knowledge effectively across the organization to ensure quick access to accurate information.

ANOMALY DETECTION

Powered by case clustering (with incidents, problems, changes, knowledge articles, configuration items) to provide:

- Major Incident Detection: Identifies high-impact incidents that IT support teams receive from end users, which may not be detected by monitoring or AIOps platforms.
- Problem Detection: Identifies potential common problems and root causes from multiple related incidents.

INTELLIGENT SWARMING

Facilitates the identification of experts and resolver groups to address complex issues effectively, ensuring faster and more accurate problem resolution.

SERVICE REPORTING AND RESOURCE MANAGEMENT

Provides comprehensive service reporting and efficient resource management to track performance, resource utilization, and ensure continuous service improvement.

MULTICHANNEL ENGAGEMENT

- Engages users through multiple channels to provide a seamless support experience:
 - Portal
 - Mobile
 - Virtual Support Agent
 - Live Chat
 - Collaborative Support Hub

SERVICE CATALOG MANAGEMENT

- Manages and maintains a comprehensive service catalog to facilitate service requests and fulfillments, ensuring users have access to the services they need.

POWER-UP SUPPORT WITH THE OUT-OF-BOX ITSM PLATFORM

- **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.

Dashboard



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ABOUT TECHBRIDGE

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CERTIFICATES:-



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