**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.

# Key Features:

- 360º Ticket Asset Correlation
- CyberSecurity Incident Management Platform
- Enable Seamless Mobile Access for Users
- Tailor Services and Processes to Align with Company's Requirements.
- Flexible Solution to Prevent Solution Churn and Accommodate Future Needs.

# FEATURES DESCRIPTION:

## INCIDENT MANAGEMENT

- Collaboration
- Time tracking
- Canned Responses
- Complete ticket life cycle
- Custom tags and classifications
- Multi-level Workflow Automation
- Faster responses to major incidents
- Classification of incidents based on the Severity, 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

*BIG SAVING*

Up to 42% of Cost Saving in Business Processes

# 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 FULLFILLMENT:

## 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.

## SERVICE CONFIGURATION MANAGEMENT

- Comprehensive management of configuration items (CIs)
- Intelligent categorization of cases by service, configuration item, or solution
- Intelligent escalation of cases before they hit timed service-level thresholds
- Intelligent risk advisory of planned changes using similar release history (clustering)
- Intelligent swarming to identify experts and resolver groups

## WORKFLOW AUTOMATION AND INTEGRATION

- Integration among IT Operations Management (ITOM) tools
- Integration with development tool chains and service providers
- Streamlined automation for enhanced efficiency

## VIRTUAL SUPPORT AGENT

- As a business-consumer-facing conversational interface, the virtual support agent facilitates:
- Simple knowledge discovery: Solution and knowledge matching from one or more knowledge sources, including public knowledge discovery using public large language models (LLMs)
- Agent advice via: Intelligent triage for guidance on prioritization, intelligent categorization of cases, intelligent escalation of cases, intelligent risk advisory, and intelligent swarming

## MULTICHANNEL ENGAGEMENT

- Portal
- Mobile
- Virtual support agent
- Live chat
- Walk-up
- Collaborative support hub

## SERVICE CATALOG MANAGEMENT

The platform provides a comprehensive service catalog management system to help users understand available services, how to request them, and expected response times.

## KNOWLEDGE MANAGEMENT

The knowledge management system enables the creation, sharing, and maintenance of knowledge articles to improve incident resolution times and overall service quality.

## ANOMALY DETECTION

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

- Major incident detection when IT support teams receive incidents from end-users that are very high-impact, but not already detected by monitoring or AI-Ops platforms
- Problem detection when multiple incidents are reported that may share a common problem and root cause

## 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)

# Dashboard

# 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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