tbITSM: IT Service Management
AI-Powered IT Service Management

INTRODUCTION

tbITSM is a modern, cloud-native IT Service Management (ITSM) platform built by TechBridge for enterprises operating in government, BFSI, infrastructure, and regulated industries. It goes beyond traditional helpdesks by delivering AI-driven service automation, real-time operational intelligence, and full ITIL v4-aligned process coverage, tailored for mission-critical service environments.

KEY FEATURES

- **AI & Automation:** Boost productivity with smart ticketing, auto-classification, and predictive resolution
- **Modular Architecture:** Scale easily across departments or tenants
- **Faster Time-to-Value:** Quick deployments and easy configurations
- **Omnichannel:** Access Serve users via portal, app, email, or IVR – all integrated
- **ITIL based Workflows:** ITIL based Workflows for all ITSM processes
- **Built for Scale:** Proven in high-availability environments like BFSI and public sector

BIG SAVING

Up to 42% of Cost Saving in Business Processes

- **Problem management**- Prevents recurring issues by finding root causes.
- **Release management**- Deploys new services with minimal disruption.
- **Change Management**- Controls IT changes to reduce risk and impact.
- **Service configuration management**- Tracks service components and their relationships.
- **IT asset management**- Manages IT assets to maximize value and control.

CORE CAPABILITIES

ITIL V4-ALIGNED MODULES

- **Knowledge management**- Delivers the right info to the right people at the right time.
- **Service level management**- Ensures services meet agreed performance standards.
- **Incident management**- Quickly restores normal service after disruptions.
- **Service request management**- Handles user service requests efficiently.

INTELLIGENCE & AUTOMATION

- AI-Powered Ticket Classification & Routing
- Predictive Analytics & Real-Time Dashboards
- Automated Workflows & Policy-Driven Actions
- Dynamic Form Customization & Smart Templates

OMNICHANNEL SUPPORT

- Self-Service Portal
- Mobile App (Android & iOS)
- Email Integration (Inbound/Outbound)
- IVR Integration with BridgePBX
- Unified Agent Workspace for all Channel**s**

INTEGRATION ECOSYSTEM

Native TechBridge Integrations
- **tbXMS:** Real-time infrastructure & network monitoring
- **BridgePBX:** Voice-based ticketing and IVR workflows
- **CyberSIO:** Integrated identity-aware access governance

External Integrations
- Active Directory / LDAP for SSO & user management
- Email Servers (IMAP/SMTP) for ticketing and alerts
- Monitoring Tools & Syslog for event-based ticket creation
- Custom APIs & Webhooks for flexible third-party integrations

DEPLOYMENT FLEXIBILITY

- **SaaS** Fully managed by TechBridge, fast go-live
- **Private Cloud** Dedicated hosting with enhanced control
- **On-Premise** For customers with regulatory or internal compliance needs

CHANGE MANAGEMENT

- **Role-Based Access Control(RBAC):** Granular access and approval mechanisms based on roles
- **Single Sign-On (SSO):** Centralized authentication using SAML/OAuth/AD
- **Audit Trail:** Full visibility into user actions, changes, and approvals
- **Encrypted Communication:** SSL/TLS-encrypted channels for all data transfer
- **Data Residency Controls:** Compliant with data localization and regional privacy standards
- **Identity-Aware Access Control:** Built-in hooks for integration with ITDR tools like CyberSIO

SYSTEM REQUIREMENTS

Prerequisites for tbITSM Installation

Scenario A. When Application and Database Are on Different Servers

1. Application Server (tbITSM Tool)

Component	Minimum Requirement	Recommended Requirement
Operating System	Ubuntu 22.04 LTS	Ubuntu 22.04 LTS
CPU	16 Core	32 Core
RAM	16 GB	32 GB
Storage	500 GB	1 TB
Web Server	Apache 2.4.41	Apache 2.4.41
PHP Version	PHP 7.4.3	PHP 7.4.3

2. Database Server

Component	Minimum Requirement	Recommended Requirement
Operating System	Ubuntu 22.04 LTS	Ubuntu 22.04 LTS
CPU	16 Core	32 Core
RAM	16 GB	32 GB
Storage	500 GB	1 TB

Scenario B. When Application and DB Server Are on the Same Machine

Component	Minimum Requirement	Recommended Requirement
Operating System	Ubuntu 22.04 LTS	Ubuntu 22.04 LTS
CPU	32 Core	32 Core
RAM	32 GB	32 GB
Storage	1 TB	1 TB
Web Server	Apache 2.4.41	Apache 2.4.41
PHP Version	PHP 7.4.3	PHP 7.4.3

Additional software like PostgreSQL or MySQL, Redis, and CRON configuration may be required depending on the modules used.

Who Uses tbITSM?

- Government Ministries & Smart City Projects
- Public Sector Banks & Insurance Providers
- Transport, Energy & Infrastructure Organizations
- IT Operations & NOC Teams in Large Enterprises
- Managed Service Providers (MSPs)

Why tbITSM by TechBridge?

- **AI-First Approach** Increases efficiency and resolution accuracy
- **ITIL v4 Aligned** Covers all critical ITSM workflows
- **Highly Customizable** Built to support multi-department, multi-tenant needs
- **Proven at Scale Successfully** deployed in high-security environments
- **Secure-by-Design** SSO, RBAC, ITDR-ready, and full audit support

Dashboard
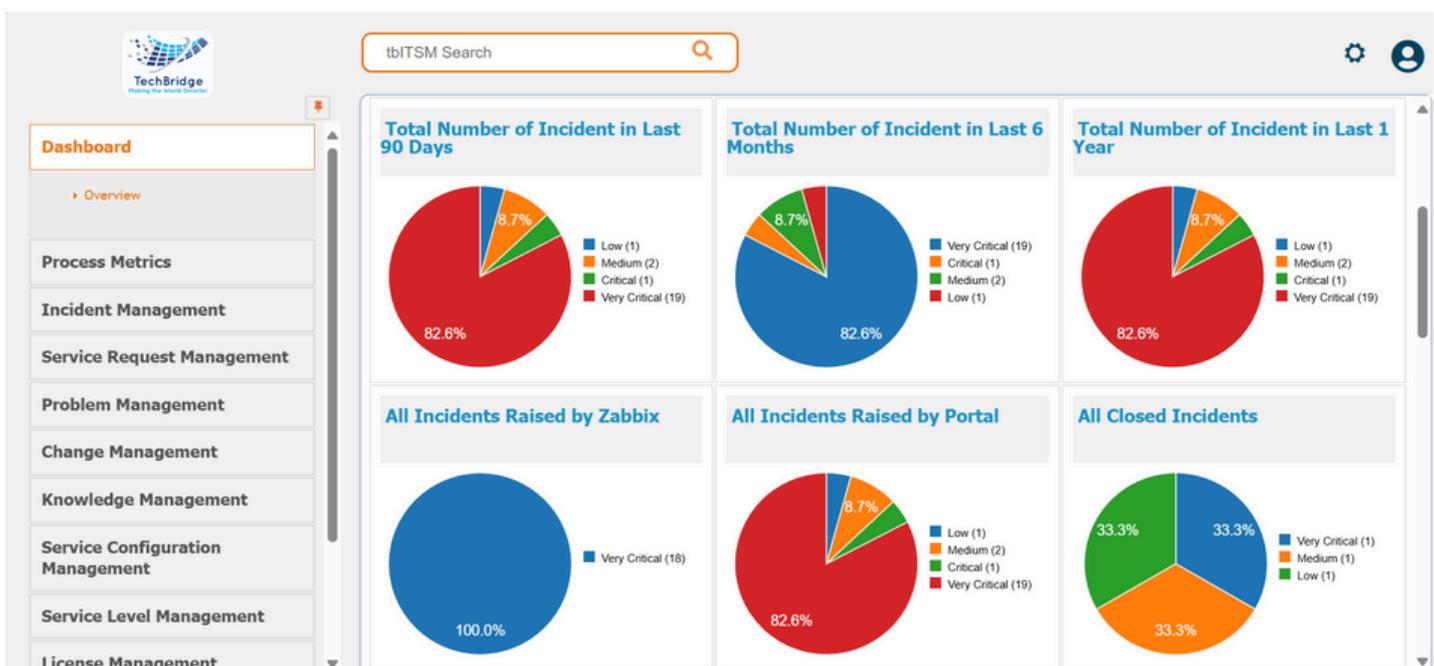
ABOUT TECHBRIDGE: -

Founded by IITians and incubated at NCoE, TechBridge is a pioneer in delivering cutting-edge solutions. ObservaX/AIOPs leads the way as a cutting-edge observability platform designed to transform how organizations monitor and optimize their systems. Recognized by the Technology Development Board (TDB) and DSCI(NASSCOM's Startups initiative), TechBridge empowers organizations monitoring the critical infrastructure for the country by enabling seamless infrastructure visibility and performance management. With innovative technology and a focus on delivering actionable insights, ObservaX helps organizations enhance efficiency and reliability, leaving a significant impact on country's digital transformation journey.

CERTIFICATES:-