Business Challenges
Legacy Systems hamper the growth by increasing gap between IT & business

Organizations quite often use call center, help desk and service desk interchangeably; however, help desk / call centre, as a tool offers only a portion of what a service desk offers. They focus on providing only “help” to fix a problem, and are not IT focussed. On the other hand, IT Service Desk focuses on supporting IT Services, which could be both reactive “help services as well as supporting routine tasks like resource provisioning, access management, etc.

Traditional IT Service Desk were not designed for modern day IT infrastructure and interacting with IT has typically become annoying, clumsy, and complex. Technological limitation has led to the underutilization of existing technologies resulting in workforce to become less engaged and the gap between IT team and business grows even further. This is why Service Desk software is experiencing a period of rapid innovation and growth because of the increasing complexity of controlling support services in a hybrid environment.

Motadata Solution
Empowering technicians for a superior customer experience

The ITIL compliant IT Service Desk is a ticket management system that acts as a primary point of contact between users and IT Teams. The daily task of IT Support team involves managing incidents and service requests along with handling communication with users for business outages. The Platform organizes information flow, drastically reduces the number of incoming tickets, automates support workflow, eliminates manual complexities, helps in creating a centralized knowledge base, compiles to audit requirements and improves performance of IT Service Desk.

It offers a scalable help desk / service desk that meets the needs of organizations of any size. It smartly resolves the immediate issues/requests and improves the overall quality of IT services for maximum productivity and superior user experience.

Features
- ITIL compliant processes - Incident, Problem, Change, Knowledge and Service Catalogue
- PinkVERIFY 2011 Certified: Request Fulfillment, Incident, Problem and Change Management
- Codeless & Dynamic Workflow automation
- Universal Advanced Search box with proactive filters for Google-like search experience
- Smart Ticket Load Balancer to auto assign tickets based on agent's support level, technician workload
- Resolve tickets promptly based on priority, get notified on SLA breach & measure SLA response & resolution time
- Notification: Email, SMS & Mobile
- Comprehensive Reports – Summary, Matrix, Tabular, Multi-module
- Multi-Channel Support – Log tickets via email, self-service portal, mobile app etc
- Empower Self-service with centralized KB
- It can be integrated with either Motadata or any 3rd party IT Ops Management System, to automatically generate ticket for issues in network infrastructure

Benefits
- Single support platform for all IT issue with reliable Service Desk Operation
- Minimize Risk & Business Impact due to IT
- Improve Technician/Employee Productivity
- Analyze IT trends and automate workflows
- Reduce the number of recurring issues
- Meet Service Level Agreements & IT Compliance
- Prevent IT Service disruption to resolve IT issues even before they affect a larger set of audience
- With centralized knowledge base, IT teams can quickly resolve issues to already known problems
Motadata offers a modular yet pre-integrated ITSM product suite that scales as you grow and offers seamless user experience and redefines how you address internal customer's queries.

**Incident Management**

The end-to-end solution to respond, report, investigate & prevent incident impact. A record of every event is created based on parameters such as who, what, when and where. Investigators can securely consolidate related incident and investigation data into case records for comprehensive tracking, analysis and reporting through a comprehensive dashboard. It minimizes the impact of failure on business operations and sticks to the best possible service level agreement. Users can also send an E-Mail at the support id to generate the ticket automatically.

**Problem Management**

Manage the complete lifecycle of problems faced by different organizations to diagnose and identify root cause of incidents. Prevent problems and resulting incidents from happening, eliminate recurring incidents and minimize the impact of incidents that cannot be prevented with incident management. KPIs related to the problems can be tracked using the dashboard.

**Change Management**

Handle and manage change smoothly and minimize the impact taking place due to the change. It ensures that standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure.
Knowledge Management

Share your knowledge, solution and workarounds with your team and customers seamlessly to reduce redundancy. Fast-track your customer service with the integrated knowledge base. Let your users themselves find a solution for common issues through a self-service portal. Reduce your workload and save time with decreased number of support requests.

Comprehensive Reports

Access various out-of-the-box reports to easily monitor service desk performance, identify problems, and make informed decisions. Different types of reports that could be generated are mentioned below:

- Summary Reports
- Matrix Reports
- Tabular Reports
- Multi-module Reports

FAQ 2: What is Asset Tracking?

Knowledge Management

SLA Management

Resolve tickets promptly based on priority, get notified on SLA breach & measure SLA performance with compliance monitor.

- SLA Definition/Scope
- SLA Monitoring
- SLA Administration
- SLA Reporting

- SLA Compliance
Motadata ITSM Mobile App
Resolve IT Tickets Anywhere – on the go

Motadata ITSM Mobile App is a refreshingly new, ITIL compliant, IT Helpdesk solution that redefines the meaning of IT Service Management. No longer delivering IT services has to be cumbersome and challenging. With easy integration and deployment, your IT Technicians could be using Motadata ITSM in no time.

Resolve your IT Tickets on the go! With Motadata ITSM Service Desk Mobile App, Motadata users have the info they need to do their IT jobs – at their fingertips. See devices, raise tickets, access user info, read IT discussion etc. The app simplifies everything-from network inventory monitoring to help desk and more. It lets your end user to quickly log tickets from the mobile app and allows technicians to respond to end user queries from within the ticket.

Key Features of the Mobile App

Incident Management
- Create and assign Incidents on the go
- Keyword-based search and pre-defined filters to find what is needed
- Attach files and photos (either from gallery or smartphone camera) to an Incident ticket
- Modify the details of existing tickets
- Resolve and close tickets from your mobile
- Set priority of a ticket (High to Low)
- Send messages to the requester of a ticket on the go
- Assign a ticket to another Technician
- Mark an inappropriate Incident ticket as Spam
- View the Audit Trail of a ticket and see what work has been done so far
- Record info such as the subject, description, attachments, resolutions, tasks, worklogs, and notes
- Filter requests based on criteria
- Assign, Pick Up or Merge requests
- Reply and View conversations
- Add or update Resolution to a request

Knowledge
- Search Knowledge Articles and FAQs
- Browse and read relevant Knowledge Articles/FAQs from your mobile
- View Knowledge Folders

Approvals & Notifications
- Find and view Approvals and respond to them
- Instant push notification to notify a ticket has been assigned to the Technician
Key Capabilities of IT Service Desk

Measure the pulse of User Sentiment
Service desk is considered as the common point where users, business processes and IT Services interact. Insights received from such interactions clearly reflect the sentiment of users towards an un-met need that could potentially disrupt IT Operation if the same is not addressed by IT services in the future.

Proactive thwarting of potential issues
The volume of issues that a service desk handles is quite phenomenal. With a robust service desk, organizations can pro-actively monitor potential issues within the company by analysing the patterns and trends of various tickets received to minimize user impact and service degradation caused by system outages.

Superior user experience
Users can raise a request at their convenience over e-mail, through phone, over the web, mobile app or automatically from the endpoint monitors. The easy-to-use ticket management tool makes it a breeze to handle issues both for the technician as well as the end users. Moreover, a branded customer portal, builds consistency and confidence in the support process.

Seamless Integration
IT Service desk is part of ITSM tool and hence it requires to be integrated with various 3rd party systems. With the plug-in driven architecture, integrating the service desk with various systems over API is quite easy. Some of the integrations that are particularly valuable include: CMDB, Asset management, Patch Management, Slack etc.

Effective communications
Ensure that customers get the information they need throughout the resolution process with customized greetings, automated emails and updates, and scripted responses.

Efficient workflows
Prioritize, handle, and escalate (when necessary) requests effectively with configurable ticket categories, automatic ticket routing, SLA tracking, and escalation procedures.

Visibility and reporting
Online, easy-to-use dashboards and comprehensive tracking and reporting give you a view into service requests.