

ServiceOps - ITSM, Asset & Patch Management Platform

Make your IT Delivery Seamless across all Business Operations

Increase Productivity

Enhance

Visibility

Improve User
Customer Experience

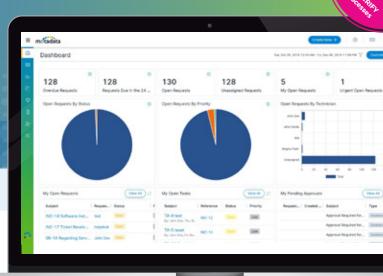
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Go Beyond

perience

Go Live in Minutes

Automate
Routine Task



Changing Landscape of IT Operations

Businesses strive to deliver 'superior' services both internally and externally, which act as a revenue driver for growing organizations. With increasing business complexity in the digital era, enterprises are limited with legacy methods, disjointed IT tools that are expensive,

cumbersome often leading to poor IT performance and poor Technician & end-user experience. These limitations are broken using a Service Desk solution that acts as an IT-driven facilitator for improving business efficiency.

Introducing Motadata ServiceOps

Motadata ServiceOps is an ITIL compliant Service Desk platform, which is integrated with Asset & Patch Management and flexible Service Catalog for high-quality service delivery across businesses. It offers a single point solution that is simplified, easy-to-use and deploy, meeting the IT operation management and automation requirements.

It eliminates manual complexities, encourages self-service, offers a modern interface to improve user experience, and provides meaningful insights that improve the overall quality of IT services. Motadata ServiceOps helps boost productivity and offers a superior user experience for your organization.



Multi-Channel Ticket Management

Give your technicians the power to provide support. Track and manage the life-cycle of every ticket from multiple channels - email, self-service portal, phone, and mobile app.



Easy to use & deploy

A simple service desk without complicated deployment issues. Get an up and running service desk in minutes.



Build a Rich Service Catalog

Create rich services across the organization for admin, HR, IT, etc. Use the built-in service templates, customize existing templates or build your own with unique SLAs and multi-level approval workflows.



Self-Service Portal

Enable self-service and search possible solutions to issues with a dedicated self-service portal.



Intuitive Reports & Dashboards

Easily generate reports and custom dashboards to track KPIs and SLAs. Have them scheduled, email or exported as needed.



Automate Workflows

Create and automate tasks with rules-based automation by utilizing our easy-to-use, drag and drop features. Run parallel workflows, build multi-level approval workflows and save time by automating.



Manage Technician Workload

Intelligently manage technician workload and queue using advanced algorithms



Digitize Asset Management

Digitize and ease the complexity of managing all IT and Non-IT assets.



Integration

Easily integrate with your current applications like HRMS, collaboration hubs, Network Performance Monitoring platforms, Mobile Apps etc. using REST APIs.



Mobile Service Desk

Create and resolve IT Tickets on-the-go with mobile app. Support end user ticketing and IT technicians from anywhere, any time.

Features

Incident Management

Custom tags and classifications

Collaboration

Time tracking

Canned Responses

Scenario Automation

Complete ticket life cycle

Multi-level Workflow Automation

Mobile app for end-user ticketing

Self-service Portal with Knowledge Management

Easy request tracking

Multi-channel support(Email, Phone, App)

Contextual Search for Knowledge-base

ML Powered Knowledge Management

Priority Matrix

Internal Editor to Create Articles & FAQs

Knowledge Analytics

Problem Management

Define nature of Problem

Root Cause Analysis

Known Error Database

Provision for work-around suggestions

Easy mapping with Incident & Change

Change & Release Management

Change Lifecycle Management

CAB (Change Approval Board)

Dedicated Planning Stage

Change history

Release Lifecycle Management

Dedicated Build & Test Stages

Service Catalog

Separate SLA

Access control

Separate approval & workflow automation

Task scheduling for different services

Approval Workflows

Automatic Assignment

SLA Policies

SLA Management

Get predefined SLAs

Create custom SLAs

Set multiple escalations

SLA based on multiple business hours

Break time Support

Project Management

Centrally Control Multiple Projects

Collaborate with Team Members

Track Tasks Completion

Create Milestones

Integration with ITSM Modules

Audit Trail

Gantt View

Reporting

KPI Management

Multiple Report Format

Export as, XLS, and CSV

Scheduled and Custom Reports

Custom Dashboards

Patch Management

Automated Patch Management

Patch Deployment Policy

Central Management of all Endpoints

Automatic Patch Testing & Approval

Decline Problematic Patches

Rollback Patches

Package & Registry Management

Asset Management

Asset Lifecycle Management

Asset Relationship Mapping

Barcode Asset Scanner

IT Asset Discovery

Software License Management

Inventory Management

Purchase & Contract Management

"Motadata ServiceOps is great ITSM tool. It provides ease of operation. We are able to bring down our overall operation cost while maintaining overall excellent customer experience."

- CSO in the Services Industry





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Mindarray Systems Pvt. Ltd. a global IT product company, offers state of the art affordable yet powerful product suite - Motadata consisting of Network Management & Monitoring, Log & Flow Management, IT Service Management and Unified NMS Platforms. The platform empowers both IT administrators and CXOs to analyze, track & resolve IT operational issues by effectively monitoring various systems and devices from multiple vendors through a unified and centralized dashboard.

Motadata is industry's first IT ops solution that truly correlates the metric, flow and log events and turns them into actionable insights. Our global customers from Telecom, Government and Enterprise domain, rely on Motadata for proactively monitor their network infrastructure. For more information, visit www.motadata.com.