

ServiceOps - ITSM, Asset & Patch Management Platform

Make your IT Delivery Seamless across all Business Operations

Increase Productivity

Improve User Customer Experience

Go Live in Minutes

Enhance Visibility

Go Beyond IT

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,

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.

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.



PinkVERIFY 6 Processes



Manage Technician Workload

Intelligently manage technician workload and queue using advanced algorithms



Integration

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



Digitize Asset Management

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



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.