

ASSETIO ITSM SERVICE DESK



Assetio ITSM Service Desk: Assetio ITSM, an innovative and dynamic IT Service Management (ITSM) solution designed to streamline service delivery, optimize asset management, and enhance configuration control. Our solution empowers your organization with a comprehensive set of capabilities, expediting issue resolution, ensuring compliance with industry best practices, and delivering a swift return on investment.

Key Features:

Unified Service Management Hub

- A centralized platform for service management, IT asset governance, configuration management, and more.
- A service desk aligned with ITIL standards, equipped with incident, problem, change, and release management functionalities.
- Advanced reporting modules for insightful analysis, continuous service quality monitoring, and ongoing process enhancement.
- Leverage Assetio's discovery capabilities (with Agent and Agent less) to maintain a comprehensive database of hardware and software assets within your service desk.

SERVICE DESK FOR THE MODERN AGE



- Boost agent and employee efficiency with cutting-edge artificial intelligence (AI) and machine learning (ML) technologies.
- Streamline your organization's processes, automate repetitive tasks, and enhance service efficiency with powerful automation and workflow engines.
- Elevate agent productivity with an intuitive interface tailored to actual agent workflows.

Enhanced User Experience

- Empower employees with flexible ticket submission options, including email and phone, as well as a customizable service portal.
- Effortlessly manage and measure Service-Level Agreements (SLAs), pinpointing opportunities to enhance the overall employee experience.
- Seamlessly expand Assetio ITSM across teams, locations, and departments to maintain consistent service standards.

Effortless Service Desk Management

- Efficiently manage and monitor your cloud resources with Assetio, ensuring optimal performance and resource utilization monitoring.
- Swift implementation, achievable in days or weeks, thanks to user-friendly setup options and fully configurable (no-code) changes tailored to your unique business requirements.
- Leave behind costly and time-consuming upgrade cycles. Our cloud-based architecture ensures continuous deployment of new and enhanced features, keeping you on the cutting edge.

Effortless Service Desk Management

- An ITIL-aligned service desk with modules for incident, problem, change, and release management. Enjoy configurable page layouts to adapt to your organization's unique service management processes.
- An Employee Service Portal that enables customized ticket submission and access to knowledge base resources.
- Efficient Service Level Management, complete with auto-escalation rules.
- Knowledge Management for quicker issue resolution.
- Open REST API for seamless integrations with other systems.

Streamlined Process Automation and AI Integration

- Change Request Management and Service Catalog for optimizing services.
- AI-powered ticket routing and knowledge article recommendations.
- AI-guided service portal experience to include recurring ticket reduce ticket creation.
- Custom automation rules for ticket routing, assignment, prioritization, and categorization.

Robust Reporting and Analytics

- Real-time dashboards with configurable widgets.
- AI-powered ticket routing and knowledge article recommendations.
- Dozens of pre-built and customizable reports, including trend reports, incident throughput, and SLA performance.



Employee Service Management

- Extend your service desk's capabilities to various departments (HR, facilities, procurement, legal, etc.).
- Foster collaboration between departments to expedite service delivery, leveraging the service catalog for task automation and approvals.

IT Asset Management and Configuration Control

- Leverage Assetio's discovery capabilities to maintain a comprehensive database of hardware and software assets within your service desk.
- Complete asset lifecycle management, audit history, and inventory tracking.
- Software compliance reports to prevent unexpected costs.
- A Configuration Management Database (CMDB) for proactive infrastructure management.
- Native contract, purchase order, and vendor management capabilities.

Assetio ITSM empowers your organization to modernize IT service management, enhance operational efficiency, and deliver top-tier service, all while adhering to industry best practices.

7System Technology is an organization registered in India and Has its Headquarters in Delhi. Many of our services are provided by the subsidiaries and affiliates of 7System Technology Pvt. Ltd. in different geographies and parts of the world under the brand name 7System, Assetio.

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