

InfraDesk

Ditch the spreadsheets & streamline service management!

A Product By:



Jaish Global Tech Pvt Ltd

Datasheet



Executive Summary

InfraDesk is a comprehensive, web-based service management portal designed for both service providers and businesses.

It features an interactive, user-friendly interface that centralizes all service management needs, ensuring smooth and efficient operations.



Core Functions

**Centralized
Configuration Management**

**Incident
Management**

**Service Level
Management**

**Advanced
Ticketing Management**

**Problem
Management**

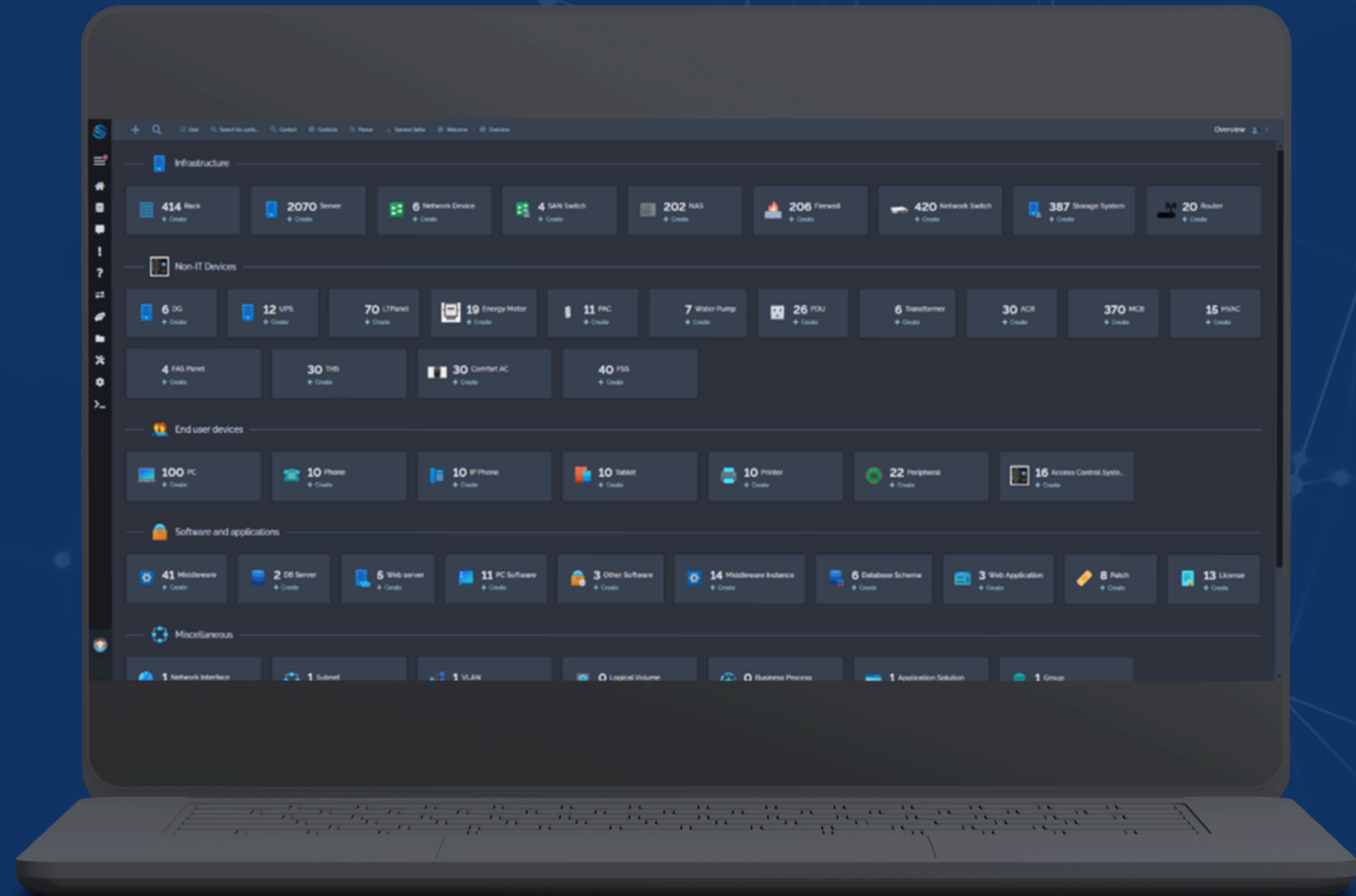
**Service
Catalog**

**Request
Management**

**Change
Management**

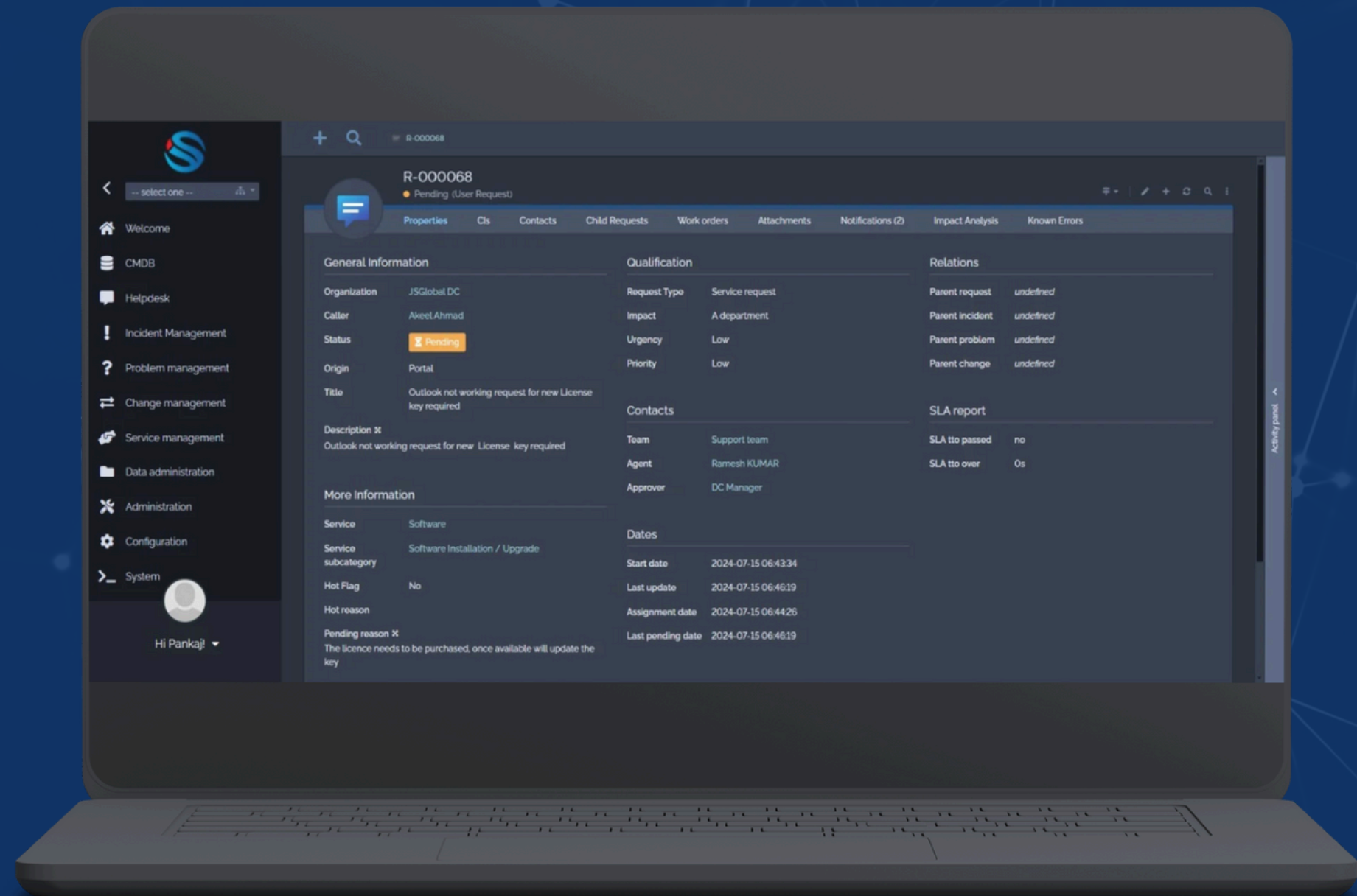
Centralized Configuration Management

- Built-in CMDB (Configuration Management Database) that serves as a hub for all configuration items (CIs) and their relationships.
- Tracks IT assets (servers, switches, printers, etc.) and non-IT assets (transformers, HVAC, sensors, etc.).
- Manages documentation such as files, notes, and web documents.



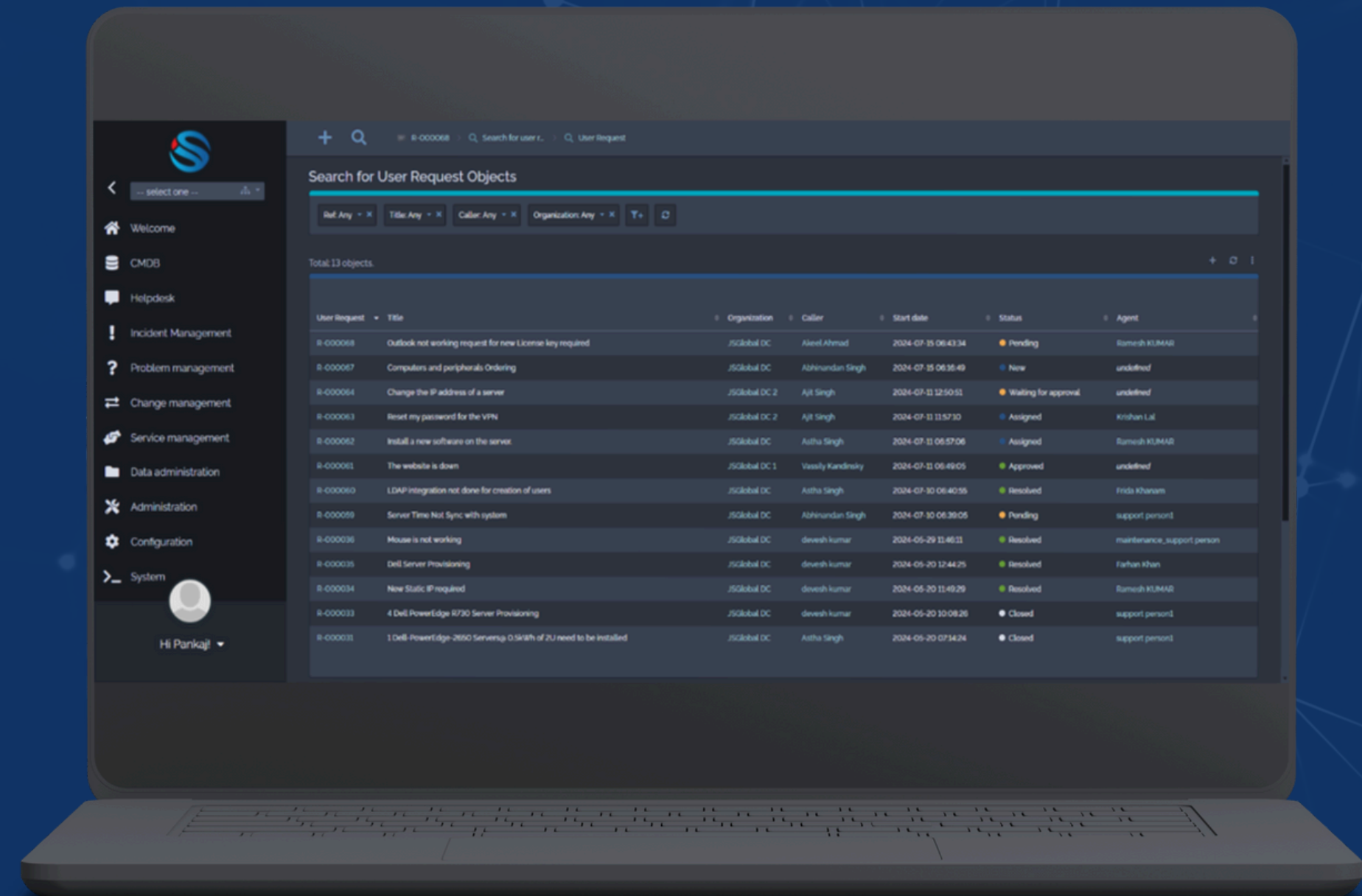
Advanced Ticketing Management

- Consolidates and prioritizes tickets based on urgency.
- Supports seamless collaboration with attachments, service identification, team assignments, and automated notifications.



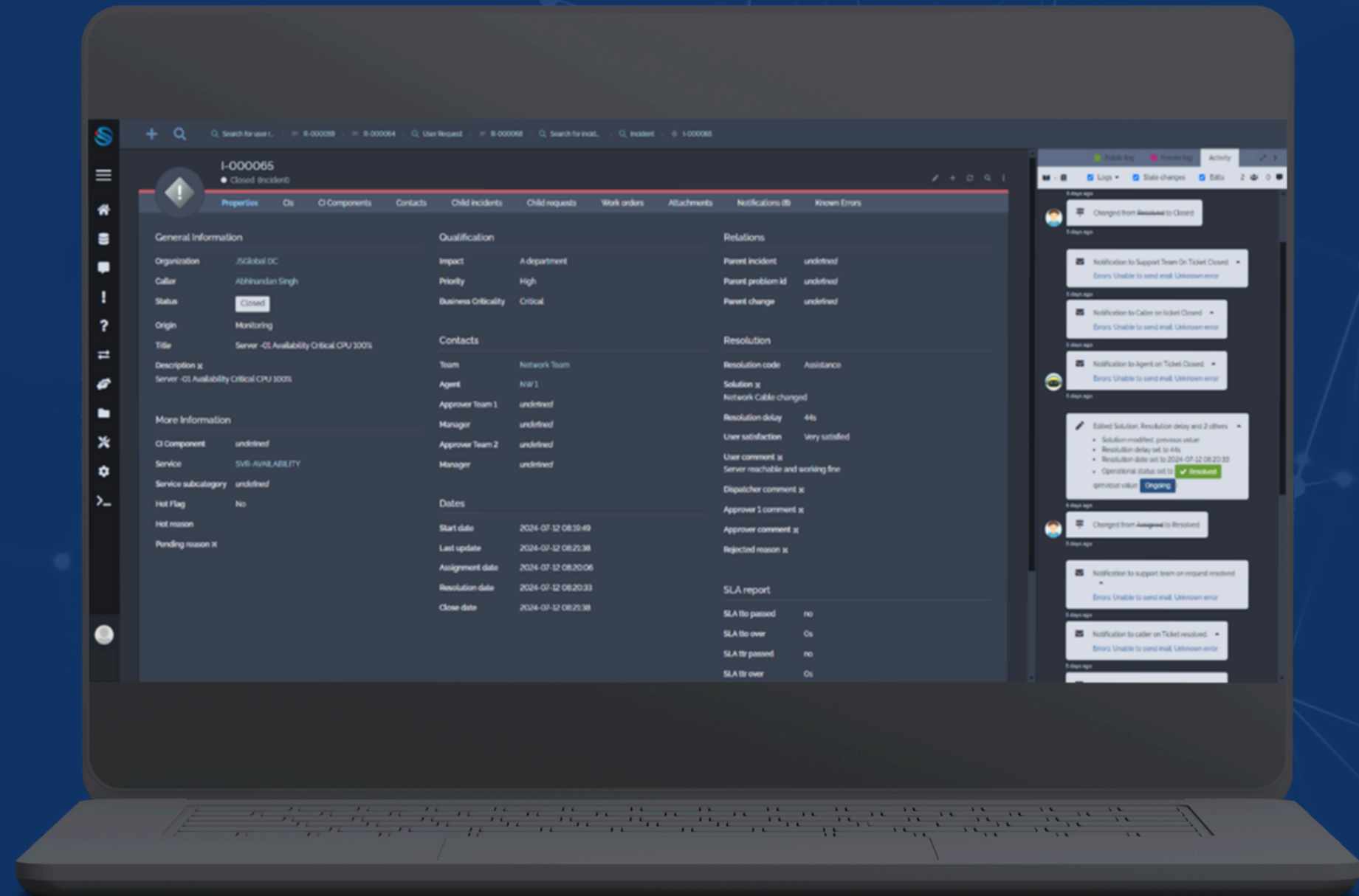
Request Management

- User-friendly portal for submitting and managing requests.
- Streamlined user request tracking with efficient categorization and approval processes.
- Self-service portal for user submissions and progress tracking.
- Pre-built request templates for consistency.



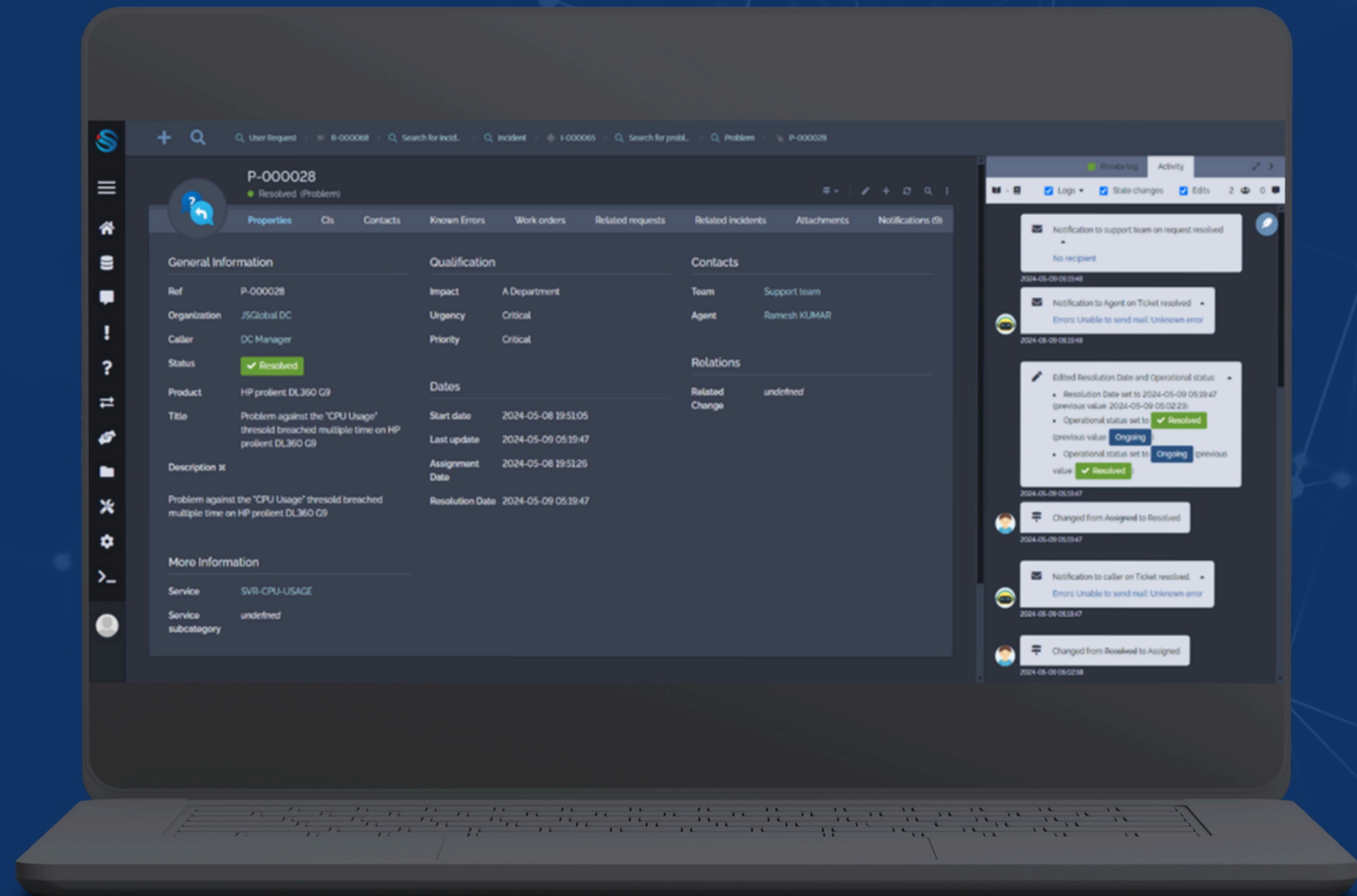
Incident Management

- Complete incident management workflow with automatic dependency management.
- Swift resolution of incidents with linkage to affected CIs and contacts.



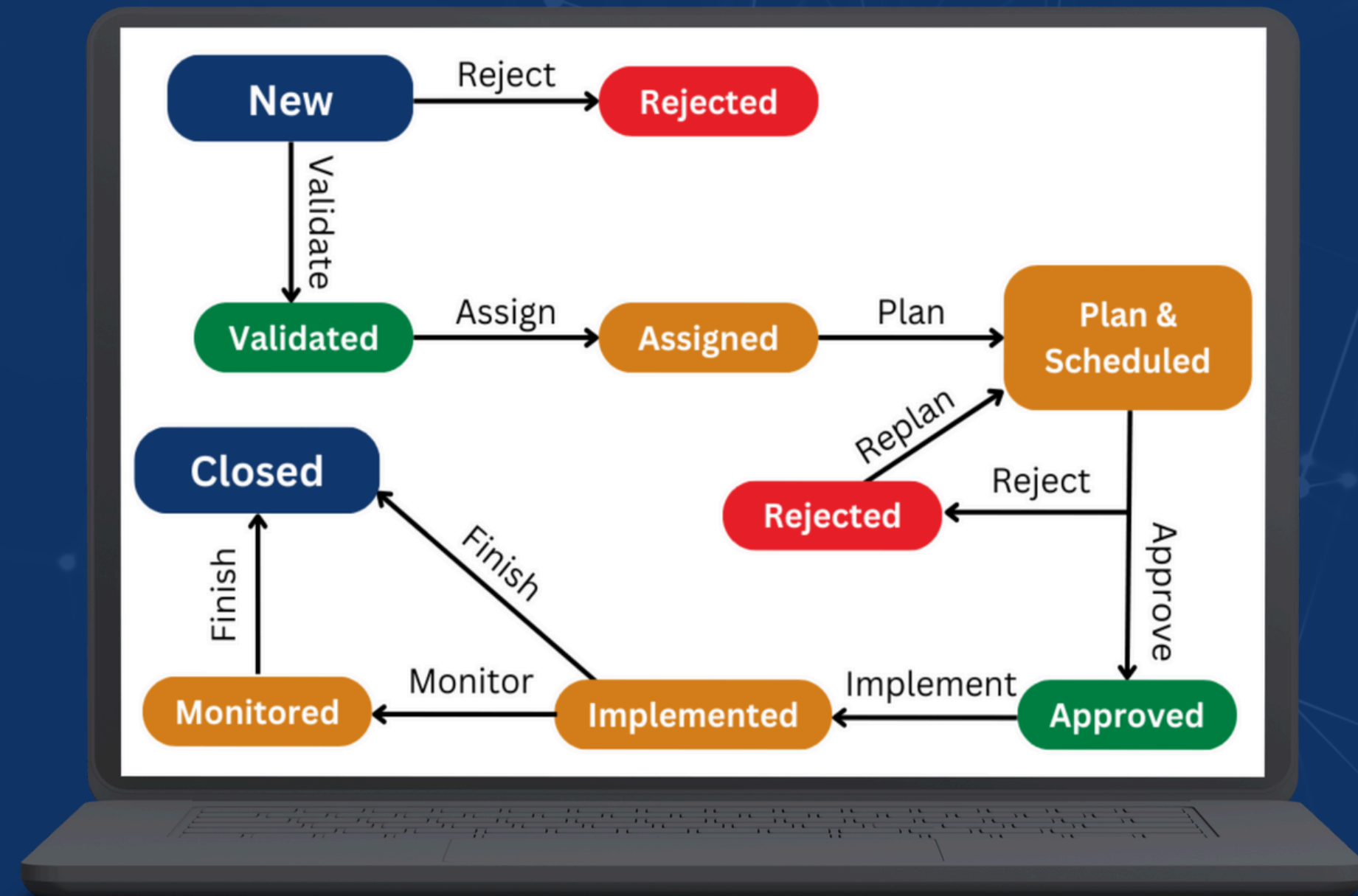
Problem Management

- Tracks recurring issues, linking incidents and changes to root problems.
- Maintains a central repository of known errors and FAQs.
- Documents workarounds and permanent resolutions.



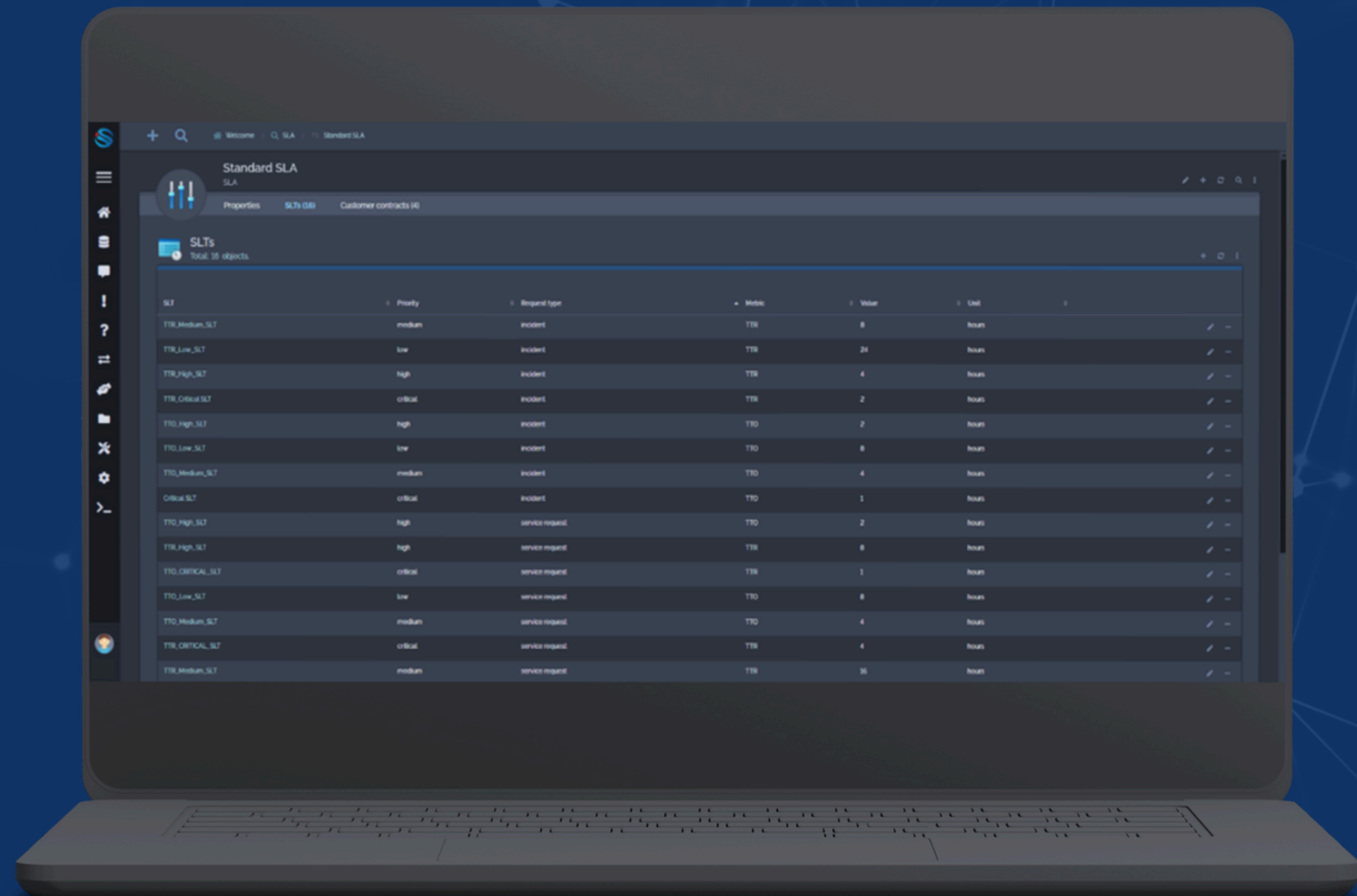
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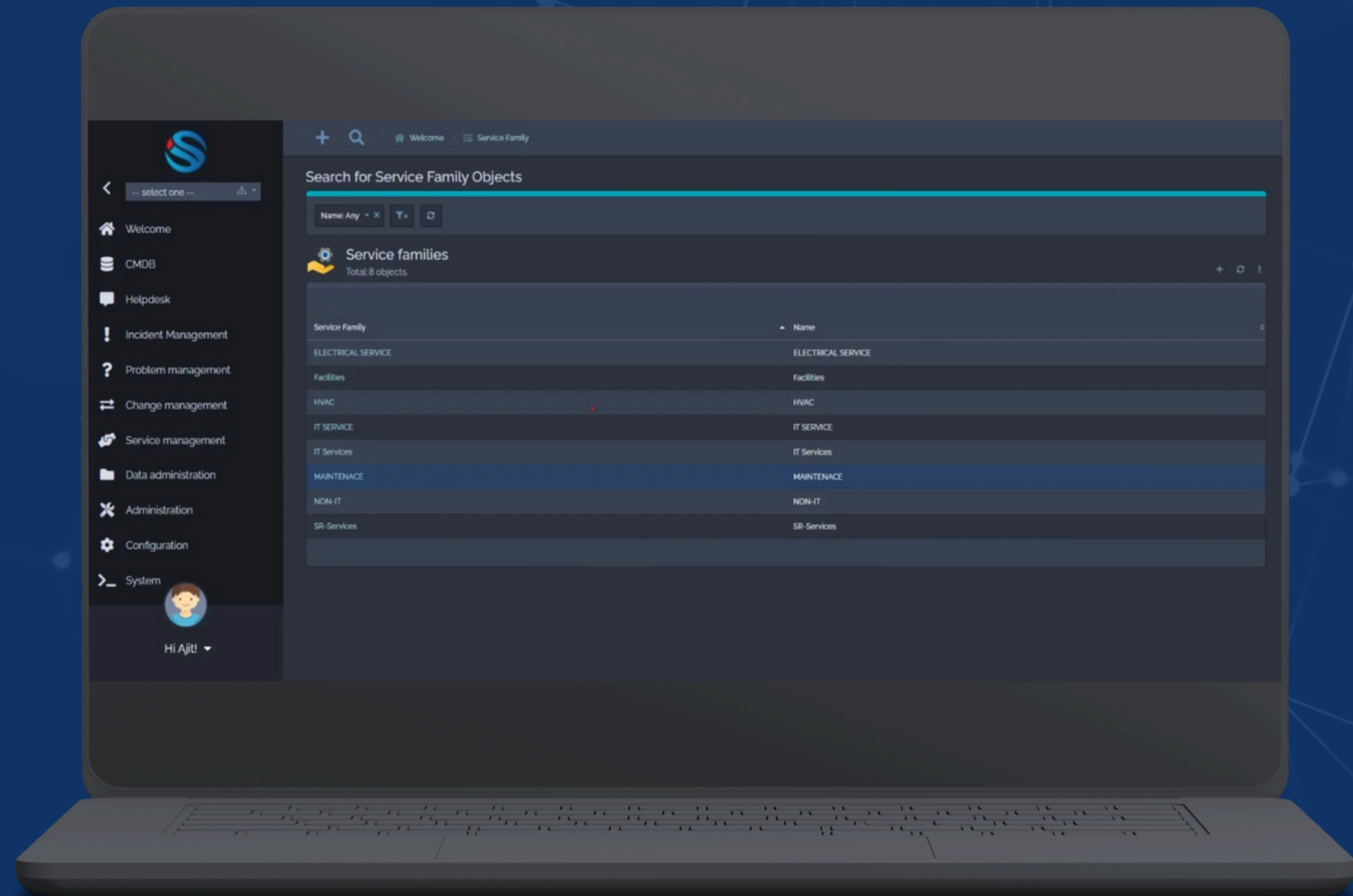
Service Level Management

- Monitors and ensures compliance with agreed service standards (SLAs).
- Manages client and vendor contracts with centralized documentation.



Service Catalog

- Comprehensive catalog for browsing and accessing required services.
- Integration with self-service portals and knowledge bases.



01

Customizable Dashboard

Tailors the interface to display relevant information according to user needs.

Multiple Team Support

Accommodates multiple teams or businesses with isolated workspaces.

02

03

API Integration

Integrates seamlessly with existing tools & systems through a powerful API module.

Single Sign-On (SSO)

Simplifies access with LDAP-based single sign-on functionality.

04

05

Smart Notifications

Intelligent alerts for SLA violations and other critical events.

Key Features

InfraDesk offers a unified service management platform with a customizable dashboard and interactive visual interface.

It supports multiple teams or businesses, ensuring isolated workspaces, and integrates seamlessly with existing tools using a powerful API module.

06

Email Interface

Automates incident creation through a dedicated email interface.

Compliance Dashboard

Monitors service/SLA compliance w a dedicated dashboard.

07

08

Customer Satisfaction Survey

Gathers feedback through built-in survey tools.

Reporting Engine

Generates detailed reports with a built-in reporting engine.

09

10

Appliance-Based Solution

Offers a pre-configured appliance for quick and easy deployment.

Key Features

The system features intelligent notifications for SLA violations and automated incident creation via email.

It includes a built-in customer satisfaction survey and a robust reporting engine, providing valuable insights and enhancing overall service management efficiency.

Benefits of **InfraDesk**

EFFICIENCY & PRODUCTIVITY

ENHANCED SERVICE MANAGEMENT

IMPROVED USER EXPERIENCE

KNOWLEDGE MANAGEMENT

01

Increases productivity for helpdesk agents and support staff.

Aligns IT offerings with ITIL standards.

Streamlines user requests & inquiries.

Builds a history of service disruptions and resolutions for future reference.

02

Speeds up problem resolution and minimizes support calls.

Reduces operational expenses & reinforces profitability.

Provides self-service capabilities for users to track and manage their own requests.

Maintains a knowledge base for easy problem-solving.

Comparison

Feature	InfraDesk	ServiceNow	Jira Service Management
Overview	InfraDesk is a versatile web-based service management portal offering an intuitive, user-friendly interface for seamless operations across service providers and businesses.	ServiceNow is a comprehensive cloud-based platform known for its robust IT service management, but often considered complex and pricey for small to mid-sized businesses.	Jira Service Management provides basic service desk functionalities with a strong focus on integration but lacks the advanced features of InfraDesk.
Core Functionalities	InfraDesk excels with its advanced CMDB, flexible ticketing system, and comprehensive request, incident, problem, and change management modules.	ServiceNow offers extensive ITIL-compliant services but can be overwhelming with its complexity and extensive setup requirements.	Jira Service Management offers fundamental ITSM capabilities integrated with Jira projects, suitable for smaller scale operations.
Configuration Management (CMDB)	InfraDesk's CMDB is central and accessible, covering both IT and non-IT assets, ensuring complete visibility and control.	ServiceNow's CMDB is powerful but can be difficult to configure and manage without expert assistance.	Jira's CMDB integration is basic, primarily through third-party tools, and may not offer the depth needed for complex environments.
Incident Management	InfraDesk provides a complete incident management workflow with automatic dependency management, enhancing efficiency and reducing resolution time.	ServiceNow offers advanced incident management but often requires extensive customization to meet specific needs.	Jira Service Management offers customizable workflows but lacks the depth of InfraDesk's incident management capabilities.

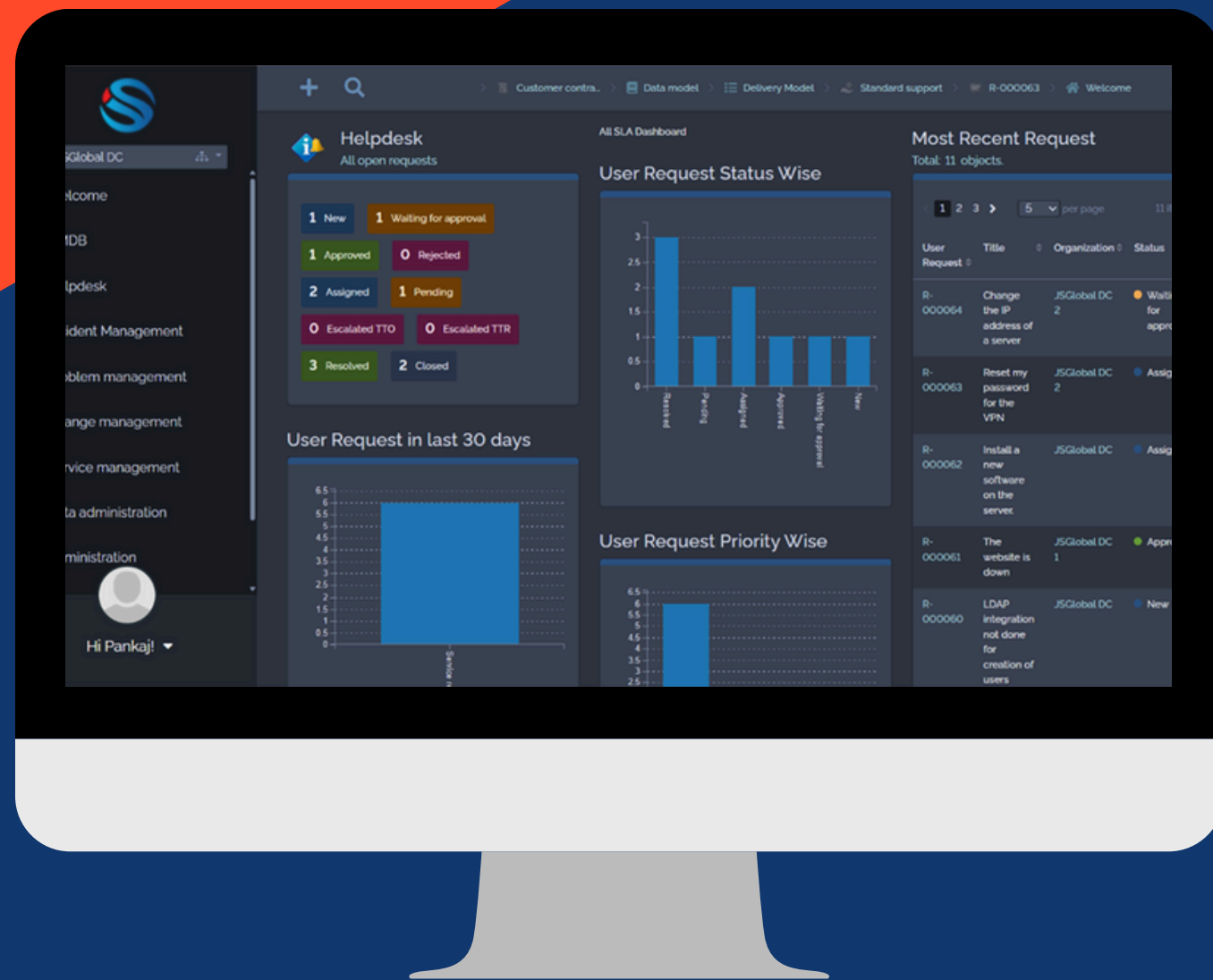
Comparison

Feature	InfraDesk	ServiceNow	Jira Service Management
Problem Management	InfraDesk effectively tracks recurring issues and links incidents and changes to root problems, maintaining a comprehensive knowledge base.	ServiceNow excels in problem management but can be resource-intensive to implement and maintain.	Jira's problem management is basic, focusing on linking issues within Jira projects, suitable for smaller operations.
Change Management	InfraDesk's change management includes controlled implementation, predictive analysis, and detailed records, ensuring smooth and secure changes.	ServiceNow provides comprehensive change management but may be complex to configure for specific organizational needs.	Jira Service Management offers essential change management features but may lack the predictive analysis and detailed records of InfraDesk.
Service Catalog	InfraDesk features a comprehensive service catalog integrated with a self-service portal, making service access straightforward for users.	ServiceNow has an extensive service catalog but can be cumbersome to navigate and set up without significant customization.	Jira Service Management's service catalog is basic, integrated within Jira, and may not offer the extensive capabilities of InfraDesk.
Self-Service Portal	InfraDesk's user-friendly portal allows users to submit and track requests easily, with built-in satisfaction surveys for continuous improvement.	ServiceNow's self-service portal is robust but can be overwhelming for end-users due to its complexity.	Self-service portal integrated with Jira Service Management, request tracking, and knowledge base integration.

Comparison

Feature	InfraDesk	ServiceNow	Jira Service Management
Integration	InfraDesk offers seamless API integration, single sign-on (LDAP), and an email interface for automatic incident creation, enhancing overall usability.	ServiceNow supports extensive integrations but often requires dedicated resources to manage and configure effectively.	Jira integrates well within the Atlassian ecosystem but may require additional tools for comprehensive service management integration.
Customization	InfraDesk features a customizable dashboard, smart notifications, and a built-in reporting engine, allowing for tailored and efficient service management.	Highly customizable with low-code/no-code development, personalized dashboards, and extensive reporting and analytics.	Customizable workflows, dashboards, and reports, with support for automation rules and custom fields.
Deployment	InfraDesk's appliance-based solution allows for quick and easy setup, providing a hassle-free deployment experience.	ServiceNow's deployment options are flexible but often require extensive setup and configuration time.	Jira Service Management offers flexible deployment but may not match the ease of setup and deployment of InfraDesk.
Pricing	InfraDesk provides competitive pricing with a range of plans to suit different business needs, offering exceptional value for its comprehensive features.	ServiceNow is premium-priced, reflecting its extensive feature set but may be prohibitive for smaller organizations.	Jira Service Management offers cost-effective options but may lack the advanced features and value provided by InfraDesk.

Executive summary



- Offers a versatile, user-friendly service management solution with advanced features at competitive pricing, suitable for businesses of all sizes.
- Provides comprehensive functionalities, including a robust CMDB, flexible ticketing system, and efficient incident, problem, and change management.
- Ensures easy deployment with an appliance-based solution and seamless integration through a powerful API module.
- Features a customizable dashboard, smart notifications, and a built-in reporting engine, enhancing overall service management efficiency and user satisfaction.



ABOUT JAISH GLOBAL TECH

Jaish Global Tech Pvt Ltd is an **ISO9001 & ISO27001 certified** and **NSIC approved** organization renowned for its extensive range of services and solutions in the **realm of cybersecurity consulting**.

Additionally, the company is **committed to enhancing cybersecurity awareness** through various **educational programs and initiatives**, ensuring clients stay informed and protected against emerging threats.

COMPANY'S VALUES



Commitment to Excellence

We strive for the highest standards of quality and precision in all our cybersecurity solutions, ensuring robust protection for our clients.



Client-Centric Focus

Our clients' security needs are at the forefront of our mission, and we tailor our services to provide bespoke, comprehensive protection.



Integrity and Transparency

We uphold the principles of honesty and openness in all our operations, ensuring our clients are well-informed and confident in our services.



Innovation and Adaptability

We continuously innovate and adapt our technologies to stay ahead of emerging threats, providing cutting-edge security solutions.



Our Clients



Thank You

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