

A man and a woman are standing in an office, looking at a tablet together. The man is pointing at the screen. They are both smiling. The background is a blurred office environment.

ZServiceDesk

Enterprise Service Desk | Asset Management

ITSM WITH ITIL FRAMEWORK

IT Operations Management is one of the key areas that can affect the whole performance of your organization. Disruption in IT operations leads to direct revenue loss to the organization, hence to manage efficiently, all key elements must be monitored and managed to keep the IT support services uninterrupted.

ZServiceDesk is ITIL processes based ITSM application, designed to use in Enterprise environment. With our unique application architecture it can meet the scalability, flexibility, availability & higher performance as per the business requirements..

- On-Premise / Web-Based
- Subscription / Perpetual Licensing
- Integrated AI BOT
- Easy to Setup & Use
- Modern User Interface
- Mobile Application



INTELLIGENT ENTERPRISE
SERVICE DESK WITH
INTEGRATED BOT

KEY BUSINESS BENEFITS



REDUCED OPERATIONAL COST FOR IT SUPPORT SERVICES

Using the automated workflow defined in application, manual & time consuming tasks can be accomplished in less time and our BOT can help you reduce the human dependency to save cost.



IMPROVED BUSINESS PROCESSES UPTIME

Get higher visibility into IT operations and make it faster to ensure the issues are addressed and resolved in no time and help business to deliver productivity without any interruption.



HAPPY USERS & ENHANCED PRODUCTIVITY

Deliver transparent SLA based support services and make users enable for 24x7 self help to resolve minor issues anytime.

ENTERPRISE SERVICE DESK

- Incident Management
- Ticket logging (Email, Web, Call, BOT, IVR, Third-party Apps)
- Classification & Assignment
- Escalation Matrix
- Technician Logins
- Service Request Catalogue
- Approval Workflows
- Multi-Locations SLA
- Assets/Users Based SLA
- SLA Uptime Measurement
- Problem Management
- Problem RCA & Analysis
- Attach Multiple Incidents with Problem
- Change Management Workflow
- Change Approval Board
- Knowledgebase Management
- Suppliers Management
- Contracts Management
- Feedback Management
- Periodic Surveys
- Document Centre
- Assign and track Tasks Status
- Advanced Dashboards
- Pre-defined & Custom Reports
- User Portal to log incidents, raise requests, search solutions in knowledgebase.
- Users Feedback for Incident/ Preventive Maintenance
- AD Integration
- IVR Integrations
- SMS Gateway Integration
- Role Based Access
- Custom fields
- Modern User Interface for ease of use
- Custom Email Notification Templates

- Enable 24x7 Support With Integrated AI BOT.
- High Performance With Unique Application Architecture.
- Most Flexible Integrations with Industry Standard 300+ REST APIs.
- On-Demand Customisation is our strength.

IT & NON-IT ASSET MANAGEMENT

Keep track and manage the assets in systematic approach to prevent loss of assets and most valuable data resides within. It is now critical to have visibility of all assets from cybersecurity perspective as end points are exposed to the external or internal threats. Our asset management workflow helps enterprises to keep them safe and meet the statutory and audit compliances.

Our high performance application makes you faster to manage all the assets centrally using our service based lightweight endpoint agent.

- Fixed Assets
- Peripherals Management
- Consumables Management
- Non-IT Asset Lifecycle
- AMC/Warranty
- Gate Pass
- QR Code Printing
- Attach Incident
- Repair History
- Audit Logs
- Performance Monitoring
- Bulk Imports
- Preventive Maintenance
- HW/SW Information Discovery
- Asset Allocation/De-Allocation
- Stores Inventory Management
- Multi-Locations Management
- Asset Relationship
- Depreciation
- Software Compliances
- Licenses Management
- Blacklisting & Whitelisting
- Documents Upload
- Agent Installed as Service
- No Local storage usage in end points

- Advanced Pre-defined Dashboards and Customization as per business requirement
- Have all the required reports just one click away or receive them automatically.
- Lightweight Service Based Agent
- Highly Scalable to meet performance as business grows.



ZServiceDesk



hello@zservicedesk.com

Toll Free - 18001218623

India | US