

# IT SERVICE MANAGEMENT

Dynamic & Reliable IT Services for Modern Digital Infrastructure



Enhance end-user experiences with an intuitive self-service portal and personalized services.



Efficient IT support and operations foster teamwork and ensure transparent performance reporting.



Seamless integration with other IT and business systems, guided by a robust ITIL framework.



## Adapting IT Operations Landscape

Businesses aim to provide exceptional services to drive revenue growth internally and externally. However, in today's digital age, rising business complexity presents challenges. Legacy methods and disjointed IT tools often prove costly and cumbersome, resulting in poor IT performance and unsatisfactory user experiences. Overcoming these limitations requires a Service Desk solution, serving as a catalyst for enhancing business efficiency through IT-driven facilitation.

- **Optimal Availability:** Guarantee seamless service delivery internally and to end clients via an intelligent load-balancing mechanism.
- **Peak Performance:** Provide top-notch service quality by minimizing resolution time and meeting stringent SLA requirements.
- **Enhanced Scalability:** Manage business expansion effortlessly by accommodating team growth with a highly scalable architecture.



## Overview of Percipient ITSM

### Integrating IT and Business Operations with AI-Powered Service Desk

Percipient ITSM stands as a robust service management platform that adopts a comprehensive approach to IT Service Management. It empowers users to effortlessly submit, monitor, and oversee ticket requests. Adhering to ITIL standards, it acts as a centralized hub for users seeking troubleshooting assistance, responses to inquiries, and resolutions to known issues. The platform optimizes operations for the customer IT Support/Helpdesk Team by automating ticket processes, minimizing manual intervention, establishing a centralized knowledge repository, ensuring compliance with audit requirements, and boosting the overall performance of the IT Service Desk.



## Key Features

- ▶ Facilitates manual & automated ticket generation.
- ▶ Offers comprehensive reporting in various formats such as PDF, Excel, etc.
- ▶ Allows customization of dashboards & graphs.
- ▶ Enables context-sensitive search and filtering.
- ▶ Features a web-based GUI with Role-Based Access.
- ▶ Provides instant notifications via Email, SMS, etc.
- ▶ Boasts a highly scalable platform supporting multi-tenancy and high availability.
- ▶ Ensures seamless REST/Open standard Integration with third-party applications (e.g., NMS).
- ▶ Manages IT infrastructure, servers, and non-IT assets like racks, etc.



## ITIL V4 Framework

Our solution is crafted to assist organizations seeking alignment of their IT Service Management processes with the ITIL V4 framework. Crucially, our Percipient ITSM solution is flexible, allowing seamless integration of relevant ITIL elements with your business-specific customization.



Incident Management



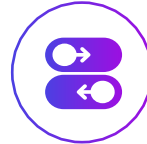
Service Request Management



Problem Management



Service Level Management



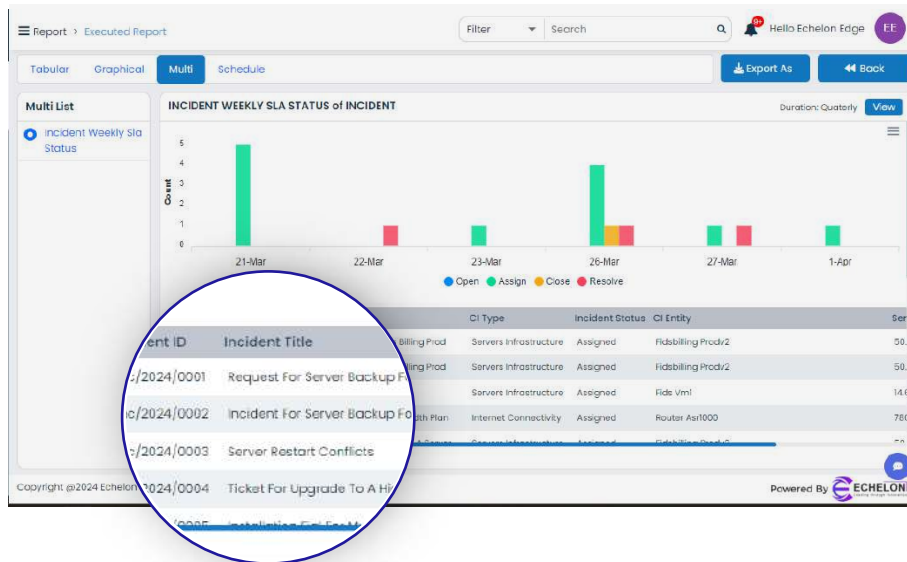
Change Enablement



Knowledge Management

## Incident Management

- ▶ Supervise the lifecycle of incidents by adhering to predefined states and statuses within the workflow.
- ▶ Associate configuration items with incident records to visualize the affected asset details via the graphical user interface (GUI), review the caller's previous incident history, and direct incident records to technicians or third-party vendors.
- ▶ Utilize the established escalation matrix for each business service, with the flexibility to dynamically adjust the matrix as incidents progress.
- ▶ Manage access permissions for published Knowledge Base (KB) articles, enabling both requesters and technicians to browse relevant information.
- ▶ Issue email or SMS notifications to all relevant users for every change in incident state or status, with administrators or managers having the ability to specify notification recipients based on incident lifecycle stages.
- ▶ Modify the content of email or SMS notifications dynamically to suit the incident lifecycle.
- ▶ Monitor end-to-end Service Level Agreements (SLAs) and team-wide SLAs for each team assignment.
- ▶ Allocate incidents to groups, sub-groups, and technicians manually or automatically, including the addition of screenshots, attachment of subsequent tasks, and establishment of workflows and processes for services and customers.
- ▶ Implement automatic incident assignment to specific groups, sub-groups, or teams based on predefined rules, ensuring accurate technician allocation, and specify a closure category.
- ▶ Record work log details manually or automatically using a timer and GUI, capturing customer feedback through ratings, dropdown options, or text.
- ▶ Conduct surveys with a predefined set of questions and schedule them for specific durations, with comments or notes logged for each support staff level and auto-escalation to higher levels based on incident priority.



- ▶ Manage incident privileges such as opening, modifying, and closing based on predefined conditions.
- ▶ Utilize the established escalation matrix for each business service, with the flexibility to dynamically adjust the matrix as incidents progress.
- ▶ Utilize incident templates accessible to end users and requesters via their self-service portals, facilitating quick incident submission.
- ▶ Employ the check-out option to notify requesters or end users of their unavailability.
- ▶ Maintain a comprehensive audit trail documenting all incident updates throughout the incident lifecycle, complete with timestamps.
- ▶ Duplicate or categorize incidents for better organization.

## Service Request Management

ITSM facilitates the ITIL v4 request fulfillment process, enabling users to initiate, modify, or remove service requests via the web interface.

- ▶ Initiate service requests using various methods, such as the self-service web portal, email, phone calls, mobile, or from an existing incident log.
- ▶ Develop a template for input parameters in the request management system for each service listed in the catalog.
- ▶ Craft dynamic workflows with notification actions tailored to each requested service.
- ▶ Automate, assign, and monitor sequential tasks and activities for every process.
- ▶ Record, classify, categorize, and prioritize requests based on their impact or severity.
- ▶ Categorize requests by service catalog, customer, region, and group, with automatic work orders for both sequential and parallel tasks supported by an approval workflow.
- ▶ Associate requests with SLA timelines to display each request's response or resolution progress.
- ▶ Utilize automated escalation to assign requests to the respective technician.

Service Req ID	Title	CI Type	Status	Serial No	Create Date
SR/2024/0018	Sr For Time Ext...	Servers Infrast...	In Progress	14.62.al.d2.f3...	05-04-2024 11:33
SR/2024/0016	Configuration Q...	Internet Connec...	In Progress	60bc25cb66	26-03-2024 12:48
SR/2024/0015	Data Upload Iss...	Internet Connec...	In Progress	66	26-03-2024 10:58
SR/2024/0012	Installation Of...	Servers Infrast...	In Progress		23-03-2024 14:03
SR/2024/0011	Installation Of...	Servers Infrast...	In Progress		23-03-2024 12:17
SR/2024/0010	Installation Of...	Servers Infrast...	In Progress		23-03-2024 12:05
SR/2024/0008	Installation Of...	Servers Infrast...	In Progress	60bc25cb66	22-03-2024 16:07
SR/2024/0007	Internet Connec...	Internet Connec...	In Progress	60bc25cb66	22-03-2024 12:37
SR/2024/0003	Request For Ser...	Servers Infrast...	In Progress	14.62.al.d2.f3...	21-03-2024 17:38

- ▶ Generate service records with unique identifiers accessible for browsing and requesting by end users.
- ▶ Modify parameters within the tool by agents, technicians, and teams handling the request.
- ▶ Reject or revoke service requests and remove denied requests from the system.
- ▶ Create, allocate, remove, or deallocate assets and request spare assets needed to fulfill the request.
- ▶ Link requests to affected assets or configuration items (CI) in the CMDB if necessary.
- ▶ Send notifications via SMS or email to stakeholders at each stage of the request.
- ▶ Facilitate seamless integrations with third-party applications and enable REST API calls at every stage of the request lifecycle.
- ▶ Generate bulk requests by uploading CSV files, automatically generating tasks based on the provided parameters.

## Problem Management

Provides a pre-defined process for managing issues in accordance with ITIL v3 standards.

- ▶ Record issues with timestamps, source, contact details, symptoms, and status, and categorize them based on priority and type, with escalation options governed by predefined rules that can be manually adjusted.
- ▶ Associate problem records with configuration items, route them to support partners, and link them to incident records and other related incidents.
- ▶ Monitor and track problem records for deviations from acceptable tolerance levels, triggering notifications to relevant stakeholders.
- ▶ Access detailed information about hardware and software inventory through seamless integration with asset management tools.
- ▶ Generate a root cause analysis upon resolving an issue.
- ▶ Provide a workaround solution visible in configuration item records, incident records, knowledge data, and service reports.
- ▶ Establish known error records in the development environment, with information accessible across various records and reports.



The screenshot shows a 'Team Problem Listing' interface with a table of problem records. The table has columns for Problem ID, Title, Status, CI Entity, Serial No, and Creation Date. The first three rows are highlighted with a blue circle, showing titles like 'The Payroll Opt...', 'Anomalies Found...', and 'Internet Connec...'.

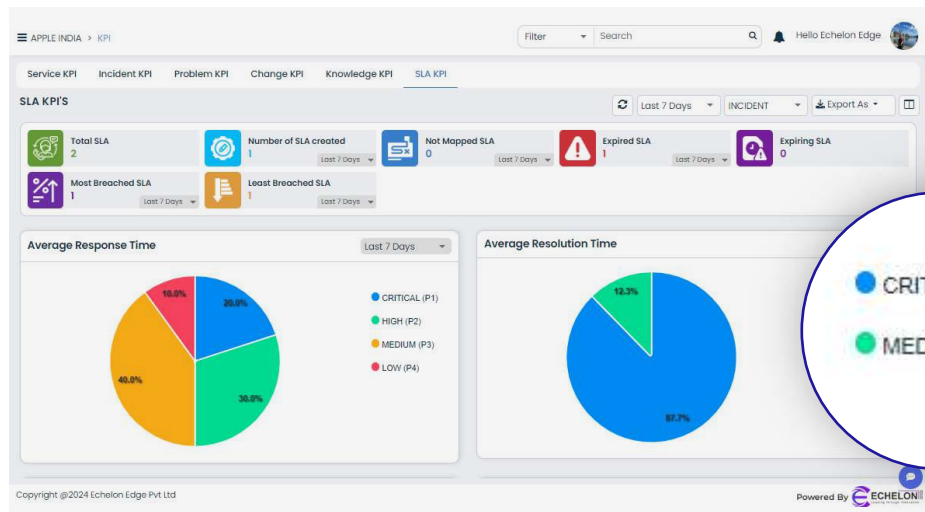
Problem ID	Title	Status	CI Entity	Serial No	Creation Date
PRB/2024/0014	The Payroll Opt...	Assigned	Nms Staging2	78.0b.c2.5c.b...	27-03-2024 16:16
PRB/2024/0007		Assigned	Fwrtst 110/1	E455.3d.1a.5...	23-03-2024 11:01
PRB/2024/0004	Anomalies Found...	Assigned	Netgear4g Syste...	5640bc25cg6620	22-03-2024 13:58
PRB/2024/0003		Assigned	Fids Vml	14.62.a1.d2.f...	21-03-2024 22:13
PRB/2024/0001	Internet Connec...	Assigned	Fidsbilling Pro...	50.89.2e.23.1...	21-03-2024 22:11

- ▶ Conduct pain value analysis to identify root causes, utilizing built-in techniques along with risk analysis methods, risk records, and mitigation and assessment records.

## Service Level Management

It allows the creation of multiple SLA templates, tailored to Response Time & Resolution Times, with the flexibility to set distinct targets for each priority level following the Priority Matrix. Each template includes fields such as SLA Target, Time zone, SLA Start Date, SLA End Date, Description, and SLA Escalation Profile. Additionally, there are options to associate SLAs with third-party vendor Underpinning Contracts.

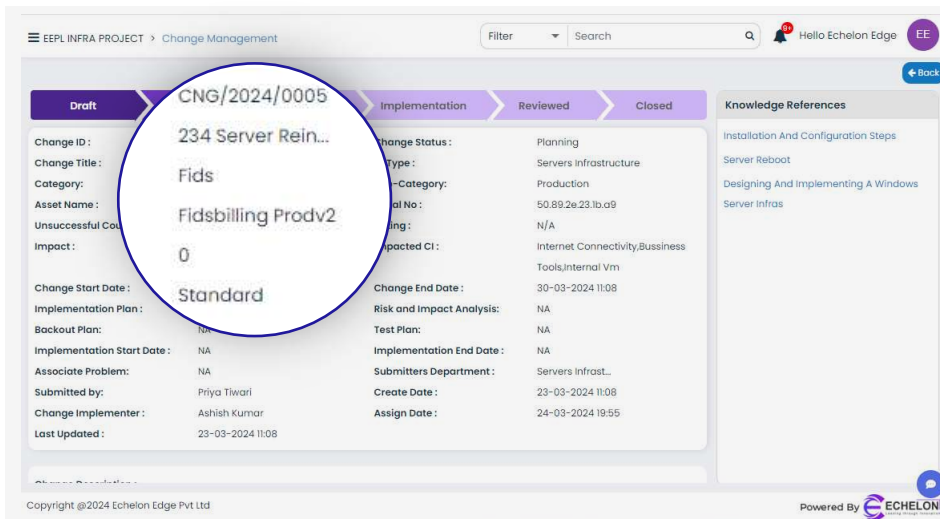
- ▶ Generate various business hour templates, accommodating different schedules like 24/7 or 9 to 5.
- ▶ Differentiate business hour templates based on critical and non-critical periods, excluding breaks such as lunchtime from SLA calculations.
- ▶ Utilize response time and availability criteria to establish critical thresholds for managers and technicians to monitor and address SLA-related tasks effectively through the tool's graphical user interface. SLA records encompass details regarding IT providers, customers, services, and service levels.
- ▶ Issue Email and SMS notifications upon breaching SLA levels.
- ▶ Link SLA records to external tools for monitoring, measuring, and registering the performance of IT services.
- ▶ Document Underpinning Contracts with third-party vendors, franchises, or service providers within the tool's graphical user interface.
- ▶ Establish multiple escalation points corresponding to response time thresholds.
- ▶ Automatically reassign Incidents, Tasks, or Processes to another user, group, or role in case of SLA breaches following predefined workflows.
- ▶ Associate SLAs with incidents, problems, and changes, enabling calculation of Mean Time to Acknowledge (MTTA) and Mean Time to Resolve (MTTR) for Field Engineers, Partners, and third-party Service Vendors.
- ▶ Employ the Service Credit and Business Impact Analysis Framework.
- ▶ Compute penalties for users and tool categories based on SLA compliance, considering factors such as violation count, severity level, and percentage of compliance for each asset.



## Change Enablement

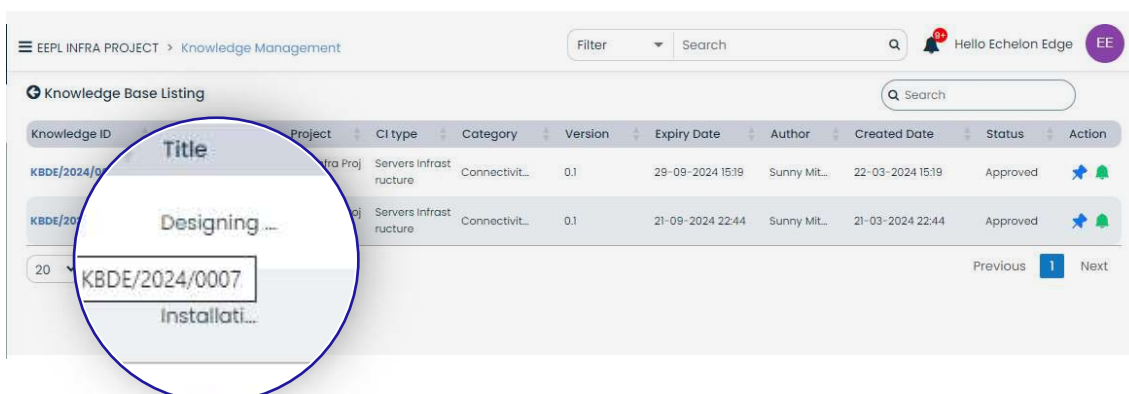
The online interface empowers users to initiate, modify, remove, or adjust requests. It facilitates alterations to records based on categorization, classification, change class, change type, and change category. Change records include state and status details alongside dynamic workflow definitions, each status marked with a distinct color code.

- ▶ Document the necessary resources and associated costs for implementing changes, including their benefits and impacts. Integrate these changes into the budget, which is automatically adjusted upon completion.
- ▶ Associate change records with configuration items and refrain from adding them to the CMDB if unsuccessful.
- ▶ Establish links between change records and incident and problem records.
- ▶ Default categorization of change tasks or the creation of new categories based on release criteria.
- ▶ Display all tasks in a Kanban Board format within change management, featuring fields such as Title, Priority, Status, Due Date, Owner, Estimated Duration, Actual Start Date & Time, Actual End Date & Time, and Description. Users have the ability to append their own comments to each task.
- ▶ Utilize the comment board for collaboration among all stakeholders involved in the change process. Incorporate private notes for future reference and utilize work logs to document time spent.
- ▶ Implement an auto-timer feature for the automatic recording of work logs.
- ▶ Enable dynamic configuration of document repositories for each change, allowing for locking of predefined containers. Locked containers prevent new document uploads but maintain document history and allow for comment additions.
- ▶ Maintain a chronological record of change and approval history.
- ▶ Create a change template accommodating multiple change models, including custom fields, role-based access controls, dynamic notification templates, and workflow rules.
- ▶ Schedule Change Advisory Board (CAB) meetings for every change, recording dates, users, and discussion points.
- ▶ Input closure categories along with dates and comments, text summaries, actual effort records, and Post-Implementation Review (PIR) for each logged change request.
- ▶ Detect change conflicts using the calendar feature to visualize change schedules.



## Knowledge Management

- ▶ Boasts robust knowledge management functionality and seamlessly integrates with NMS/EMS systems.
- ▶ Offers role-based, team-based, and user-based access control for KB articles, FAQs, informational resources, KE solutions, and more.
- ▶ Allows incorporation of multiple questions or solutions within a single knowledge article in FAQs or Solutions sections.
- ▶ Provides the option to endorse knowledge to analysts (ServiceDesk) and the end-user service portal, guiding users with relevant knowledge articles during incidents, calls, and processes.
- ▶ Facilitates the addition of knowledge articles with comprehensive full-text and keyword search capabilities across all fields.
- ▶ Automatically captures knowledge from incidents, problems, changes, and other operational processes.
- ▶ Archives expired or irrelevant articles automatically for efficient knowledge management.
- ▶ Permits attachment of files to knowledge articles and displays a list of common problems as KB articles for user reference.
- ▶ Utilizes access control features to manage article access for teams, end-users, customers, and suppliers.
- ▶ Enables rating functionalities such as Like, Dislike, Useful, and Not Useful, tracking user access to KB articles and timestamps. Automatically highlights duplicate KB articles.
- ▶ Utilizes features to identify knowledge gaps, search external sites for solutions, and browse resolutions based on topics within the KB.

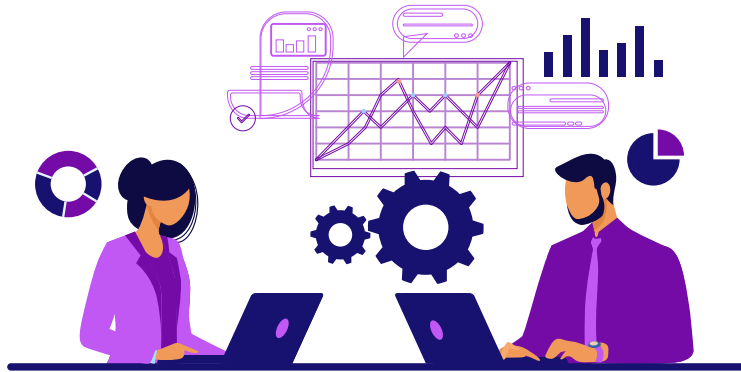




## Asset Management

Percipient ITSM offers comprehensive asset management capabilities, including a repository for tracking the financial, contractual, and inventory details of hardware, software, virtual, and non-IT assets. This repository is kept separate from the Configuration Management Database (CMDB) for maximum flexibility.

- **Enhanced Visibility into Asset Estate:** Optimize the IT asset lifecycle to improve IT service delivery. Make informed decisions about asset utilization and future investments.
- **Cost Reduction:** Minimize resource waste by identifying and eliminating underutilized assets. Automate asset lifecycle processes to reduce repetitive human tasks and associated costs.
- **Risk Mitigation:** Enforce asset policies and regulatory requirements to mitigate risks. Strengthen change management processes.



## Patch Management

Patch management refers to managing software updates for systems and applications. This involves acquiring, testing, and installing patches (code changes) to address vulnerabilities, improve functionality, or fix bugs. Patch management ensures that systems are up-to-date and secure, reducing the risk of security breaches and system failures.

- **Single Platform:** Optimize the IT asset lifecycle to improve IT service delivery. Make informed decisions about asset utilization and future investments.
- **Streamlined Processes:** Define and execute automated patch deployment workflows using server groups and maintenance windows.
- **Full Visibility:** Automatically identify all servers, operating systems, and applications to monitor, eliminating potential patch blind spots.





## Efficient and Affordable Legacy IT System Upgrades

### Leverage Machine Learning

Automatically assign incidents to the appropriate resolution teams, expediting issue investigation and service restoration via the Major Incident Management portal.

### Accelerate Work and Reduce Risks

Enhance work velocity and lower the risks and costs associated with unplanned changes. Implement DevOps capabilities to automate changes and streamline Change Advisory Board meetings with the CAB Workbench for quicker change management.

### Improve Service Restoration and Prevention

Utilize structured workflows in Problem Management to diagnose root causes, resolve issues, eliminate recurring incidents, and minimize the impact of unexpected disruptions.

### Integrate IT Data Silos

Consolidate IT data into a single system of record. This allows IT to monitor all assets and related services, understand relationships between configuration items (CIs) and services, and proactively manage change impacts.



## Boost IT Agent Productivity with Accelerated AI Solutions

### Unify IT Operations and Service Management

Integrate IT operations and service management into a single platform to adopt modern best practices, automate processes, and enhance service reliability. This workspace facilitates high-impact incident resolution and improves agent efficiency by over 30%.

### Intelligent Virtual Agent

Achieve instant resolution for repetitive IT service tasks and requests with the Intelligent Virtual Agent—an automated, conversational chatbot that understands natural human language. This 24/7 self-service tool provides support for customers and employees, freeing IT staff to focus on more meaningful tasks. The Intelligent Virtual Agent enhances scalability and optimizes resource allocation, ensuring smarter and more efficient operations.

### Enable Mobile Task Management

Allow IT service agents to manage tasks from any mobile device. Agents can update records, collaborate with co-workers, and reassign tasks on the go, enhancing flexibility and efficiency.

### Leverage Predictive Intelligence

Automatically categorize and route issues to the appropriate resolution teams. Equip technicians with AI-assisted solutions for quicker resolutions, using machine learning to enhance predictive recommendations based on historical data.



## Deliver Outstanding Employee Experiences with Reliable IT Services

### Enhance Employee Experiences

Integrate systems and departments on a unified platform. The Employee Center streamlines multi-department service delivery and offers personalized content. Employees can access services, engage with tailored communications, and enjoy a modern intranet experience from a single portal.

### Provide an Omni-Channel Platform

Offer a modern platform for employees to interact with IT and shared services 24/7. Accessible on any device, employees can use self-help resources, collaborate, request items or services, and receive automated status updates, meeting their expectations efficiently.



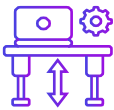
## Enhance Decision-Making and Optimize Your Services and Workforce

### Boost Real-Time Team Performance

Optimize schedules, manage time-off requests, and customize learning paths through an intuitive, omnichannel interface. Ensure optimal staffing levels, enabling managers to focus on work-life balance while enhancing team skills with integrated coaching and training.

### Identify and Address Inefficiencies

Use native process mining to proactively evaluate ITSM processes, uncovering and eliminating costly bottlenecks and inefficiencies. This streamlines operations and enhances overall efficiency.



## Deployment Models

### On-Premises



### Cloud-Based



### Hybrid



## About Echelon Edge

Echelon Edge is a leading software engineering group specializing in delivering innovative, mission-critical solutions for the telecom, security, surveillance, aviation, and network sectors. With a strong focus on new product innovation, we design, develop, and deploy cutting-edge applications that empower businesses to excel in their respective industries.

At Echelon Edge, we prioritize customer satisfaction and continuous improvement. Our solution-oriented approach ensures that we not only meet but exceed client expectations, providing reliable and efficient services that contribute to their success. Partner with us to experience the future of mission-critical applications and unlock new opportunities for your business.



## Certifications

