

# Motadata ServiceOps - An ITSM platform

Make your IT delivery seamless across all business operations



## Business Challenges

**Legacy Systems hamper the growth by increasing gap between IT & business**

Traditional ITSM Products were not designed for modern day IT infrastructure and interacting with IT has typically become annoying, clumsy, and complex. Technological limitation has led to underutilization of existing technologies resulting in workforce to become less engaged, and the gap between IT team and business grows even further.

This is why the ITSM Software Industry is experiencing a period of rapid innovation and growth because of the increasing complexity of controlling support services in a hybrid environment made up of converged, cloud enabled digital resources such as Mobile, Tablets, BYOD and Complex Business Workflows.

## Motadata ServiceOps solution

**Delivering end-to-end Service Automation**

The ITIL compliant ServiceOps platform organizes information, automates support workflow, eliminates manual / back-end complexities and encourages self-service for maximum productivity and superior user experience. The platform offers a modern interface, built-in templates and guides, instant universal search and meaningful insights that help your IT teams to work effectively and streamline IT service delivery. The Platform drastically reduces the number of incoming tickets, helps in creating a centralized knowledge base, eases the complexity of managing multiple assets, complies to audit requirements and improves performance of IT Service Desk.



## Features

- **Customize** your support desk to have consistent and business aligned support
- **Smart/Auto** location mapping with Asset
- Powerful Codeless and Dynamic **Workflow automation**
- **Universal Advanced Search** box with proactive filters for Google-like search experience
- **Smart Ticket Assignment** to auto assign tickets based on agent's support level, technician group & workload
- Resolve tickets promptly based on priority, get notified on **SLA** breach & measure SLA on response time and resolutions time
- **Auto asset discovery** in Windows, Linux, Macintosh & auto-updates location to know where your assets are
- **Plug-in** driven architecture
- Notification: Email, SMS & Mobile
- Comprehensive Reports – Summary, Matrix, Tabular
- Import Asset details to CMDB using CSV.
- Ban certain emails and domains from creating tickets.
- **Disaster recovery** that automates the process of replicating the database of the main to remote server.
- The scheduling feature allows a user to create recurring Tasks within a defined time interval.
- Easy export of request, problem & change ticket details.



## Benefits

- Minimize Risk & Impact due to IT mis-management
- Improve Technician Productivity
- Contextual view of Service Desk for IT Team
- Analyze IT trends and automate workflows
- Reduce the number of recurring issues
- Reliable Service Desk Operation
- Meet Service Level Agreements & IT Compliance

# ITIL Compliant ITSM Platform

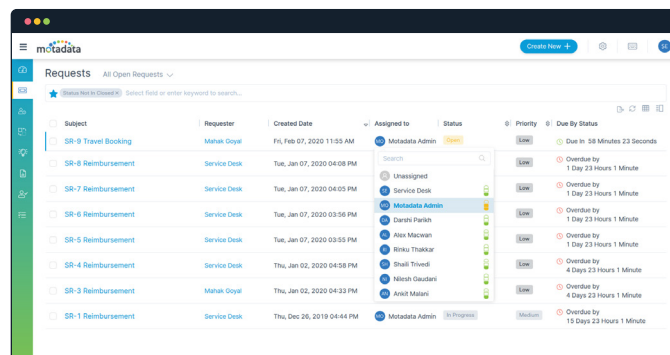
## Request to IT Services made easy for a superior user experience

Motadata offers a modular yet pre-integrated ITSM product suite that scales as you grow and offers seamless user experience and redefines how you address internal customer's queries

Module	IT Helpdesk	IT Service Desk	IT Asset Management	ITSM
Ticket / Incident Management	✓	✓		✓
Service Catalog	✓	✓		✓
Problem Management		✓		✓
Change Management		✓		✓
Release Management		✓		✓
Knowledge Management		✓		✓
Asset Management			✓	✓
Purchase Management			✓	✓
Contract Management			✓	✓
Remote Desktop			✓	✓

## Incident Management

An end-to-end solution to respond, report, investigate & prevent incident impact, and record every event based on parameters such as who, what, when and where. Apart from that, investigators can securely consolidate related incident & investigation data into case records for comprehensive tracking, analysis and reporting through a comprehensive dashboard.



Incident Logging



Incident Prioritization



Incident Assignment



Incident Tracking



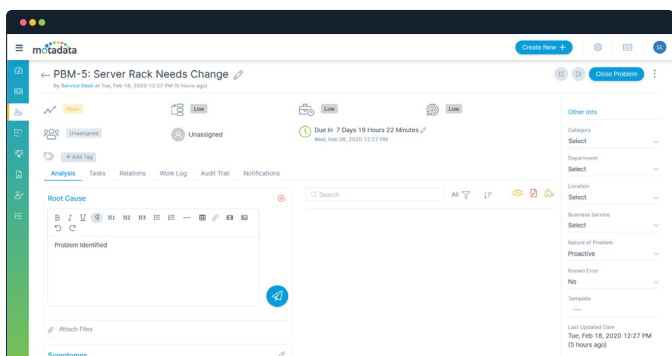
Incident Closure



Collaboration with Technicians



Incident Categorization



## Problem Management

Manage the complete lifecycle of problems faced by your organization to diagnose and identify the root cause of incidents. Prevent problems and resulting incidents from reappearing; eliminate recurring incidents and minimize the impact of incidents that cannot be prevented with incident management.



Problem Detection



Problem Categorization



Problem Prioritisation



Problem Diagnosis



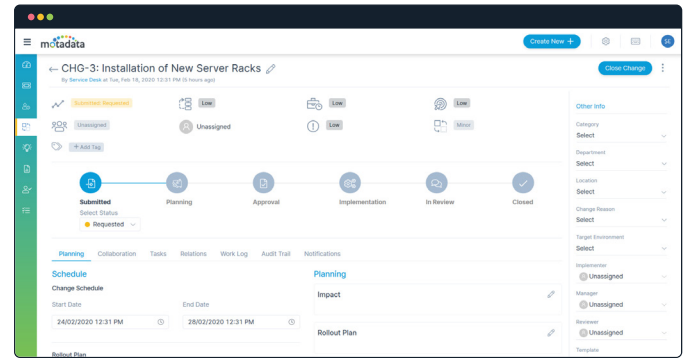
Problem Analysis



Problem Resolution & Closure

## Change Management

Handle and manage changes smoothly and minimize the impact taking place due to major changes and ensure that a standardized change-model is followed for the purpose of control.



Change Identification



Change Planning & Assessment



Change Prioritization



Change Approval



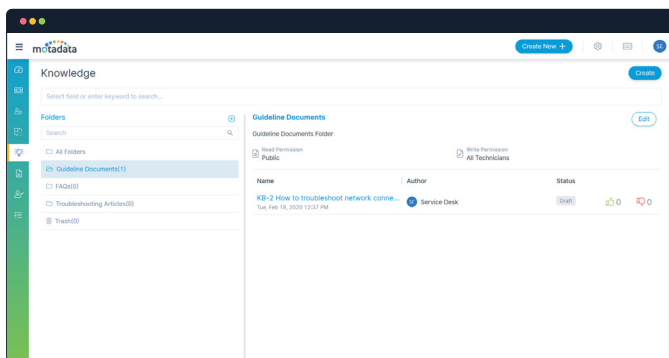
Change Implementation



Change Documentation



Change Review



## Knowledge Management

Share your knowledge, solution and workarounds with your team and customers seamlessly to reduce redundancy. Fast-track your customer service with the integrated knowledge base. Let your users themselves, find a solution for common issues through a self-service portal. Reduce your workload and save time with decreased number of support requests.



Knowledge Discovery



Knowledge Organization



Knowledge Assessment



Knowledge Creation



Knowledge Permission



Knowledge Sharing

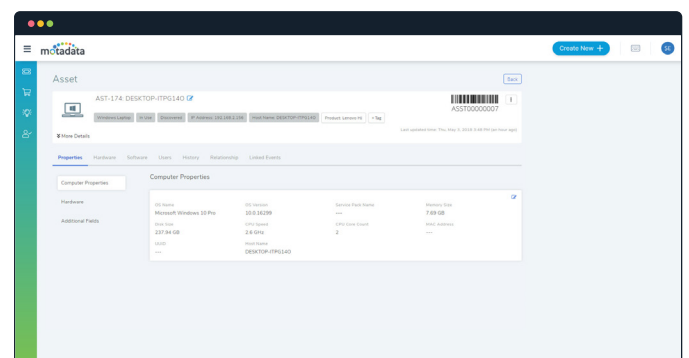


Knowledge Reuse

## Asset Management

### Hardware Asset | Software Asset | Non-IT Asset

Operate, maintain, deploy and dispose of your IT Hardware and Software assets in a systematic way. Turn IT teams more productive by offering them greater visibility and control to fight day-to-day IT issues & problems that helps in minimizing downtime that impact businesses. The CMDB feature provides centralized repository to manage & map all IT configurations. The module also offers purchase & contracts management and can deter installation of prohibited softwares. It also offers asset audit trail that records every detail of every action made by any user.



Asset Procurement



Asset Financial



Auto Discovery



Manage & Maintain HW & SW Inventory



Asset Tracking



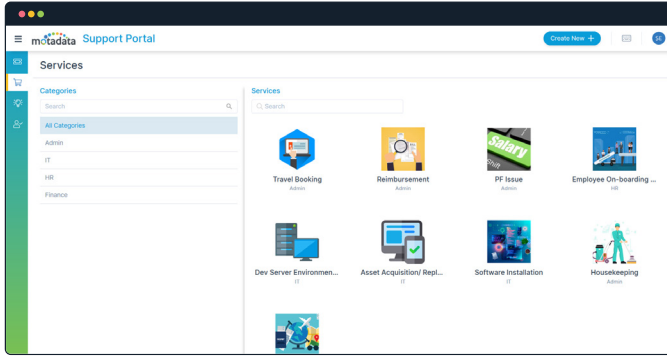
Asset Health Check



Remote Configuration



Asset Disposal



## Service Catalog

Service Catalog offers a pre-defined template with a list of IT services that an end-user (employees) can request from IT Teams. It clearly presents available services in a visual format and automates workflows and approvals to enable organizations to improve service delivery and user satisfaction.



Service Catalog  
Workflow



Create Service  
Category



Create Service  
Catalog Template



Create Service  
Item

## Motadata ServiceOps Mobile App

Resolve IT Tickets Anywhere – on the go

Resolve your IT Tickets on the go! With Motadata ServiceOps Mobile App. Get the info you need to do your job at your fingertips. See devices, raise tickets, access user info, read agent discussions, etc. The app simplifies everything - from network inventory monitoring to help desk and more. It lets your end-user to quickly log tickets from mobile app and allows technicians to respond to end-user queries. Key features of the app are:

### Incident Management

- Create and assign Incidents on the go
- Keyword-based search and pre-defined filters
- Send messages to the requester of a ticket on the go
- Mark an inappropriate Incident ticket as Spam
- View the Audit Trail of a ticket
- Reply, view, resolved and close tickets from mobile
- Add or update Resolution to a request

### Knowledge

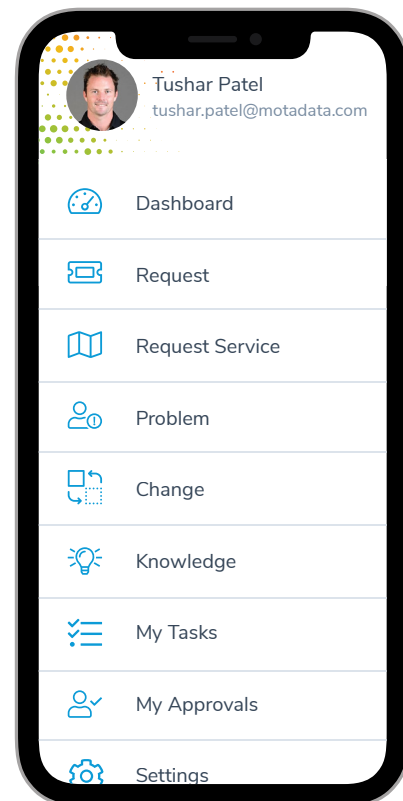
- Search Knowledge Articles & FAQs in Knowledge Folders
- Browse and read relevant Knowledge Articles/FAQ

### Asset Management

- Create new Assets and modify existing Asset details
- Search for an Asset using barcode scan

### Approvals & Notifications

- Find and view Approvals and respond to them
- Instant push notification to notify a ticket has been



## Power-up Support with the out-of-box ServiceOps platform



**Workflow Automation:** It automates ticket management system with rule-based routing, auto escalates problems, offers real-time tracking and sends automatic alerts when the ticket status is updated. It helps IT Teams to get rid of the tedious task of managing service requests manually.



**Power with Ease:** A simple but powerful reporting tool, backed by a drag and drop dashboard, which meets the requirements of modern-day IT teams.



**Boost Productivity:** The platform offers great visibility, which helps in bringing all members of the IT support teams on the same page. Advanced analytics further aids the IT team to take decisions faster



**Greater ROI:** A single point of support improves service delivery for both IT and non-IT business functions.



**Seamless Integration:** The ServiceOps Platform can be integrated with multiple applications using REST API's to seamlessly integrate in existing system and support future technologies



sales@motadata.com  
+91.79.2680.0900  
www.motadata.com

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, and IT Service Management 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](http://www.motadata.com).

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