



# PEOPLE, PROCESS, TECHNOLOGY, AUTOMATION – MIRAT – THE NEXT GENERATION TOOL

## OVERVIEW

In ITSM process, first address to people, starts develop a process, then create a technology. The idea behind this generally takes the form of a software solution which captures tickets, routes work, and features of the self-service portal. The best part of these tools to change the collective mindsets of individuals. The difficult part of the process is design and implementation. MIRAT is a next generation ITSM enabled infrastructure tool highly aligned with ITIL. It is the way to design and implementation to resolve things automatically and smoothly.

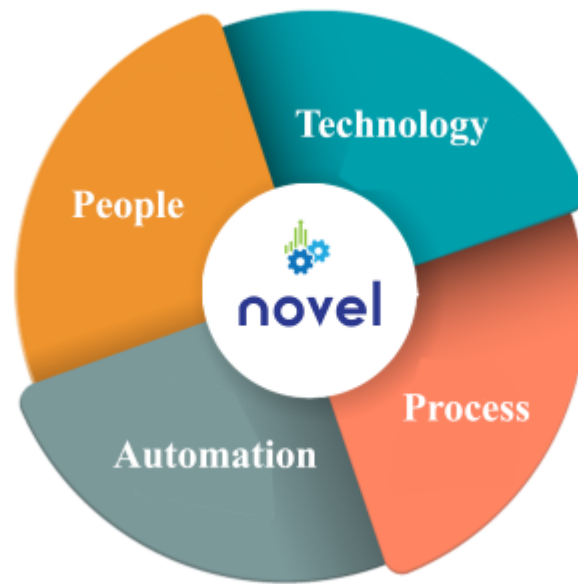
## ITSM HELPS TO ORGANIZATIONS

- It is a technology trigger to incidents, problems, creating tickets etc.
- Provides monitoring solutions to trigger incidents or events.
- ITSM initiates via different tools with advanced technologies like artificial intelligence, machine learning, and cognitive computing.
- Businesses can reduce their costs with ITSM software.
- Employees of the organization can visualize workflows rapidly and easily.
- Provides greater efficiency to automate some steps of workflows.
- It improves your business ROI (Return on Investment).
- Across the organization, the IT procedures to be standardized and integrated.

## MIRAT IS ITSM ENABLED

[MIRAT](#) is a next-generation remote IT infrastructure management application built on sophisticated technologies.

- **Digital:** Workflow for repetitive tasks to get ready in a minute.
- **Futuristic:** Parametric database driven workflows.
- **Insightful:** Considers 95th percentile Trend Scorecard.



- **Predictive:** Predicts failures to offer deep insights predictive analytics.
- **Automation:** Eliminates human intrusion.
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- Asset as a Service: It is like an asset management that you can create any number of assets and can maintain as a repository of information.
- ITSM Suite: It is embedded with Incident, Change, Problem Management and Workflows.
- Monitoring: It is useful to creating monitor on each asset that you created.
- Self-Healing / Orchestration: Configurable calls executed through REST APIs.
- Triage Live Poll / Admin Tools: You can perform all administrative tasks through this tool on different platforms or databases.
- Root Cause Analyses: It reveals the status and root case on created assets.