



# ITSM FOR IT Infrastructure Management

## WHAT IS ITSM

The IT Service Management (ITSM) ensures the right processes, people, and technology are in place to meet the organizational goals. It is now the best option for enterprises throughout the globe as it provides seamless automation within and across key ITIL processes. It results in speedy organizational adoption and process efficiency. There are different kinds of software available in the market with the combination of services but mainly contains Incident Management, Change Management and so on. Most of the tools may not pack with all IT services as per ITIL norms.

The ITSM suite is generally opted by corporate IT companies for the improvement of their efficiency, effectiveness, control, insight, and now other companies are also tasting the flavor of the ITSM best practices.

## BENEFITS OF ITSM

With the following benefits, companies are attracting the ITSM best practices available from different ITSM tools in the market.

- ITSM tools Reduce manual efforts with their self-service and self-help capabilities of automation and alerting system. They improve the company's efficiency and minimize the operational costs.
- If you choose the ITSM Suite a fit-for-purpose, it ensures to resolve issues at agreed service levels.
- It is easy that companies can give insight into their business and easy to communicate with customers and stakeholders.
- ITSM helps to increase control and governance in the organization.
- Huge scope for improvement from the visibility of operational performance in the organization and provides the mechanism for improvement.
- The single point of service offers the potential standardization company-wide.

## MIRAT ITSM SUITE

The



ITSM suite provides the services, Incident Management, Problem Management, Change Management and Work request. It has unique features as per the latest technology IT infrastructure company's needs.

- Alerts the Repetitive Offender Notification.
- Provides the history of each Incident.
- Integration with Live Discovery, Triage Edge, and Insights.
- You can get the real time diagnosis.
- Get the predictive Analytics.
- Live Object Discovery Mapping.
- Make notification of Un-Authorized Change.
- Auto link to problem management.
- User gets notification of Potential SLA miss.