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Service Desk

Manage your IT Services efficiently

An ITIL v3 aligned

ServiceDesk helps to manage the IT services and needs of an Organization of any size, any Industry in conjunction to the business process defined. It helps the management to define, monitor and review the process followed by different business units/departments in executing their day to day tasks.

It provides effective, informative reports to the Organization on the various aspects like efficiency of different departments, effective usage of movable – immovable assets and resource utilization in different projects. Also helps the Organization know about the policies and process that the employees are not happy with etc.



Service Request Fulfilment

Ticket creation for every need of an employee or department in an organization ensuring defined business process is being followed. This module enables to track and monitor the effectiveness of employees, departments in an organization.

Incident Management

When an incident occurs that is not usual and not encountered early in the organization that will be tagged as incident ticket

eg. Mail server or Exchange Server down, Firewall is down etc.,

Once any ticket is created, there will be an option to tag as incident. Then the each of the process - Root causes, business impact, symptoms, corrective measures and Solution to that incident should be followed

Details/steps for each of process should be completed and recorded to ensure this incident does not occur in the future. If occurs then it should be handled within defined SLA.

Change Management

When technology changes, it mandates Change in an Organization. Proper tools Best practice are necessary for managing Change. It provides a repeatable standardized methods and procedures for making change Helps in making changes quickly and accurately as per the business needs Protect services while making changes and minimize the business risk

Self-Service Portal

Portal facilitates the users to track their tickets and plan their work accordingly.

Users empowered with ability to create Service Request with stakeholder in loop

Monitor and track service request status, add comments.

Able to view tickets, edit, attach documents and update

Able to view open Survey forms and submit

View Timesheets from the Team, update, submit with the respective Projectst

Access to Service Catalog for quick request creation

Problem Management

IT Service Management is to analyze that causes of Incidents and provide a permanent solution. Problem management depends on reviewing all the accurate information of Incidents to enable the root cause analysis. Problem management enables to identify, register, classify the problem, investigate & diagnosis, provide workaround, resolve and close the problem

Automated Workflow Management

Workflows are useful in mapping the business processes in an organization to service request fulfilment. The workflows can be defined to align to the process available for specific departments. A colourful pictorial representation of the workflow helps the admin to visualize the workflow and validate.

Knowledge Base

Technicians can publish solutions to the knowledge base which makes it easy to cross reference solutions for re-use. It facilitates knowledge transfer mechanism amongst staff. Helps to reduce duplicate resolution efforts for same incidents, problems and change requests.

Survey Management

Surveys are the means of getting feedback or opinion about an event, training or management policy etc. Feedback can be targeted from a set of people easily by sending the email invitations to intended group of people. Tickets feedback are collected and recorded for performance evaluation.

Service Catalog

Service Request creation is made easy with just few clicks when Service Catalog is used. The request is assigned to appropriate person with appropriate stakeholders in loop automatically. Reporter of the service request can just focus on giving his problem details.

SLA Management

Service Level Agreement is defined for the various types of tasks based on the significance of the tasks in each department of an Organization. This helps in measuring the performance of the departments, identify if there are flaws in the existing process and work on required changes to get the best performance which helps meeting the business targets by retaining the existing

Project Management

Create multiple projects irrespective of departments, manage resources and track progress by ensuring the reports been submitted by each member, leader in the timesheet

Timesheet Management helps an Organization to track and monitor time spent by each employee on the different tasks executed in a day. Management team gets chance to constantly monitor the reports, have complete control on the project dates and take pro-active measures appropriately.

CMDB

Configuration management database (CMDB contains all relevant information about the hardware and software components used in an organization's IT services and the relationships between those components. This helps the management with useful data for business intelligence, software and hardware builds, impact analysis for incident and change managements

Asset Management

Configuration management database (CMDB contains all relevant information about the hardware and software components used in an organization's IT services and the relationships between those components. This helps the management with useful data for business intelligence, software and hardware builds, impact analysis for incident and change managements

Hardware Asset Management

Auto discovery of assets on the network with Agent based or Agent less model

Ability to view all the hardware details discovered over the network.

Ability to add new hardware item and maintain the same.

Single view of service requests associated to the hardware.

View associated contracts for the CI item. Enables alignment of the Organization business processes and policies with the hardware asset management to ensure effective use of the assets.

Software Asset Management

Ability to discover the Software details from all the hardware assets available in the network across different locations.

Ability to add new Software item and maintain the same.

Segregate active, inactive software in each system and differentiate licensed and unlicensed software

Track all licenses expiry dates and prevent additional cost in renewal by setting an alert messages as notification

Non IT Assets

Add and Manage all Non-IT assets in the Organization.

- Add and maintain documents relevant for the asset.
- Add maintain contract, warranty, expenses, owner, location
- Manage the asset right from procurement till disposal.
- Manage Financial Details with Depreciation Schedule

Contract Management

Contract Management is very important for an IT team to ensure uninterrupted services to the users. It helps to maintain SLA's between internal teams and the customers.

About Mentdesk

Mentdesk is a Unified Platform for IT Management addresses IT Service Management, IT Asset Management & Software Asset Management Solution Company ensuring IT Security and Software Compliance.

AD and Open LDAP Integration

Seamlessly integrate with the LDAP Services

- Facility to import Users from specific
- Incremental and Full synchronization
- Single-Sign-On (SSO) to simplify the login

Purchase Order Management

Purchase order management is the Organization's processes for all purchases ensures proper justification and the costs, requirements has been agreed. Purchase order management requirements derived from Contracts and New requirements pertaining to the IT expenditure by associating product vendors, suppliers etc.,