

Efficiency Redefined with ITSM Excellence



Standardize the ITSM processes

Improve the Service Desk resource efficiency with this Intelligent ITSM

Intelligeni center is Microland's in-house built platform which helps in fueling customers' IT process standardization using intelligent automation. SmartCenter is delivered as a cloud-based deployment solution.

It works by establishing standard processes for the various ITSM aspects in line with the ITIL standards. Intelligeni center is not just an ITSM but also an IT service orchestration platform

It offers various ITSM modules with all the standard out-of-the-box and custom reports. It tracks and improves key operations metrics such as ADIR, MTTR, Device/FTE reduction, etc. to drive productivity gains.

Why do customers use intelligeni center?



Auto ticket cutting and Routing



Best Value for Money



In-built Ticket Correlation



Increased End User Experience

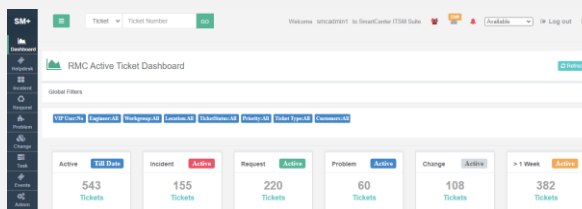


Powerful Visualization

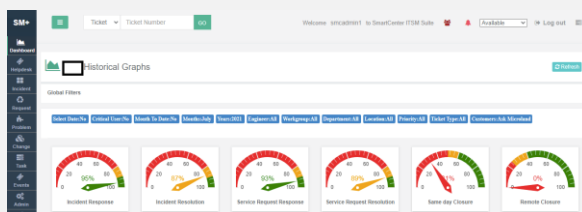
Few Views



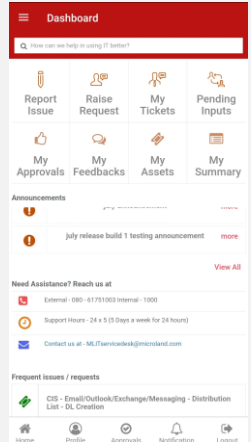
View from the engineer portal on the tickets in queue



View from the engineer portal on the historical SLA performance



View of the home screen of the end user mobile app



Core Features



Auto Ticket Cutting

Define rules which tracks the incoming alert, takes decision on ticket cutting, and does it automatically with zero human involvement.

Auto Ticket Routing

Intelligent auto ticket routing engine to workgroup or engineers based on skills, locations, priority, etc.

Correlate and Suppress

Intelligent alert correlation and suppression which cuts tickets only for the genuine and non-repetitive alerts.

Powerful and Limitless Visualization

Dashboards with 200+ out of the box KPIs on the health of services being delivered with point-and-click.

Out-of-the-Box Integrations

The platform receives data from various monitoring tools, ITSMs, etc. in real-time. It has out-of-the-box plugins for various standard platforms.

Run Book Automation

End-to-end automation of incident and request tickets achieved by integration to bots.

Deployment Model

Cloud-based deployment solution deployed on Azure cloud.

Value to the Customer



Best Value for Money

Ownership costs at 10-20% of industry standard tools



End-to-End Automation

Resulting in 100% automation of the workflows for certain incidents and requests



Elimination of Silos

through correlation based real-time data analysis



Increased Efficiency

Through standardization of the processes defined as per ITIL standards

intelligeni center is part of the overall intelligeni AutomatedOps platform which is a key enabler for Microland's managed services offerings. The integrated platform comprises of intelligeni observe for observability, intelligeni bots for automated operations and intelligeni insights for IT analytics.

About Microland

Microland is "Making digital happen" – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

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