MICROLAND
Connect with the best

Efficiency Redefined with ITSM Excellence



intelligeni® center

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. It 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.

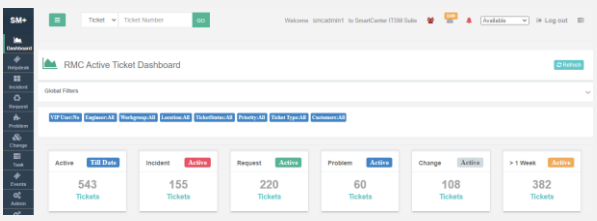
Why do customers use Intelligeni Center?

- **Auto-ticket cutting and Routing**
- **Best Value for Money**
- **In-built Ticket Correlation**
- **Increased End User Experience**
- **Powerful Visualization**

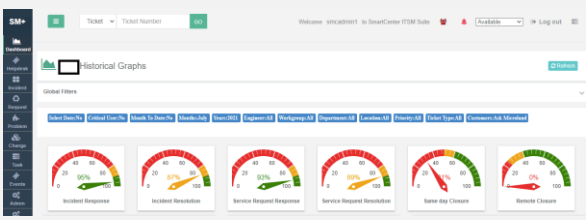
Few Views

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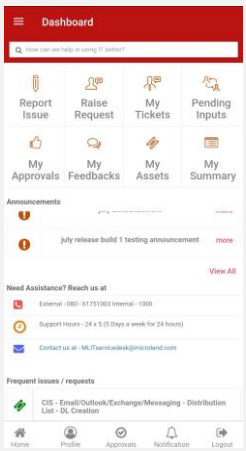
View from the engineer portal on the tickets in queue



View from the engineer portal on the historical SLA performance



View of the home screen of the end user mobile app



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Core Features

Auto Ticket Cutting
Define rules which tracks the incoming alert, decide on ticket cutting, and do 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 Automated Ops 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 a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value.

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