

# IPM+ Service Desk

## Enterprise IT Service Management (ITSM) Platform

**IPM+ Service Desk** is a modern, ITIL-aligned IT Service Management (ITSM) platform designed to help enterprises streamline service operations, improve SLA compliance, and enhance end-user experience through automation, analytics, and governance.

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## Product Overview

IPM+ Service Desk provides a unified platform to manage **Incidents, Service Requests, Change Requests, and Problem Management with Root Cause Analysis (RCA)**. Built for scalability and compliance, it supports multi-project environments, role-based access control, and enterprise-grade reporting.

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## Key Business Benefits

- Faster incident resolution and improved SLA adherence
  - Increased operational transparency and audit readiness
  - Higher engineer productivity with effort tracking and automation
  - Enhanced end-user satisfaction through streamlined workflows
  - Scalable and configurable for enterprise environments
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## Core Features & Capabilities

### Role-Based Access Control (RBAC)

- Granular access for Customers, Engineers, Managers, Approvers, and Super Admins
- Ensures data security, segregation of duties, and compliance

### Project & Environment Configuration

- Manage multiple projects or departments in a single platform
- Configurable categories, service catalogs, SLAs, and working hours
- Flexible for enterprise-scale deployments

### SLA Management

- Define SLAs by project, shift (24x7), or working-hours model

- Real-time SLA breach alerts and escalation mechanisms
- Visual SLA dashboards and compliance reports

### Ticket Lifecycle Automation

- Automated ticket routing, status transitions, and closures
- Configurable auto-closure for inactive tickets
- Event-driven email notifications at every stage

### Effort & Productivity Tracking

- Engineer-wise effort logging per ticket
  - Auto-calculated Mean Time to Resolve (MTTR)
  - Workload and productivity trend analysis
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## ITSM Modules

### Incident Management

- Quick incident logging (manual or API-based)
- Categorization, prioritization, and SLA-driven resolution
- Auto-assignment to engineers or groups
- Complete lifecycle tracking (Open → Closed)
- Incident trend analysis and performance reports

### Service Request Management

- Centralized service catalog with predefined templates
- SLA-linked service requests
- Configurable multi-level approval workflows
- Fulfillment tracking and request analytics

### Change Request Management

- Supports Normal, Emergency, and Standard changes
- Risk and impact assessment with rollback planning
- CAB/ECAB multi-level approval workflows
- Change calendars and visibility
- Analytics on change success, failure, and approval timelines

### Problem Management & RCA

- End-to-end problem lifecycle management
- Root Cause Analysis (RCA) documentation
- Link multiple incidents to a single problem record

- Recurring issue identification and analytics
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## Analytics & Reporting

- Real-time dashboards for SLA compliance, workload, and ticket health
  - Standard reports: Incident trends, MTTR, productivity, SLA adherence
  - Customizable reports by date, project, category, or user
  - Export reports in Excel format for offline analysis
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## Administration & Configuration

- Centralized Super Admin console
  - SLA policies, escalation matrices, templates, and notifications
  - User and role management
  - Module enablement based on organizational needs
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## Security & Compliance

- Enterprise-grade RBAC with project-level data isolation
  - SSL/TLS encryption for secure communication
  - Comprehensive audit trails for all actions
  - Backup and data retention policies aligned to regulatory requirements
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## Deployment & Integration

- API-based integration for ticket creation and updates
  - Suitable for on-premise or enterprise-hosted environments
  - Flexible deployment models to align with IT policies
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## Ideal For

- Medium to large enterprises
  - IT service teams and shared service centers
  - Organizations seeking ITIL-aligned, scalable ITSM solutions
  - Businesses focused on SLA-driven service excellence
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**IPM+ Service Desk** enables enterprises to deliver faster, smarter, and more reliable IT services—building a strong foundation for operational excellence and digital resilience.