SUMMITAI

SummitAI IT Service Management

Business challenge

Addressing the increasing complexity of the modern IT environments is an enormous challenge. The need to balance competing priorities, demands for responsive and efficient services, and meeting secure, compliant, and cost-effective requirements are significant efforts for IT teams of all sizes. Additionally, enterprise service management (ESM) requires collaboration and integration across different departments and business units.

SummitAI IT Service Management

SummitAI IT Service Management is an enterprise grade application built on an extremely scalable architecture. The built-in Design Studio and widgets gives IT teams powerful tools to rapidly design and customize the application to meet rapidly changing enterprise needs and requirements. SummitAI IT Service Management adheres to global security standards and compliance for privacy and customer data security.

Benefits

Single Service Portal

Consolidate all the service needs of employees in one place, and improve the overall service experience.

Improved productivity

Streamline and automate the process, provide faster resolution, make the experience simple and more intuitive and powered by AI.

Self-service

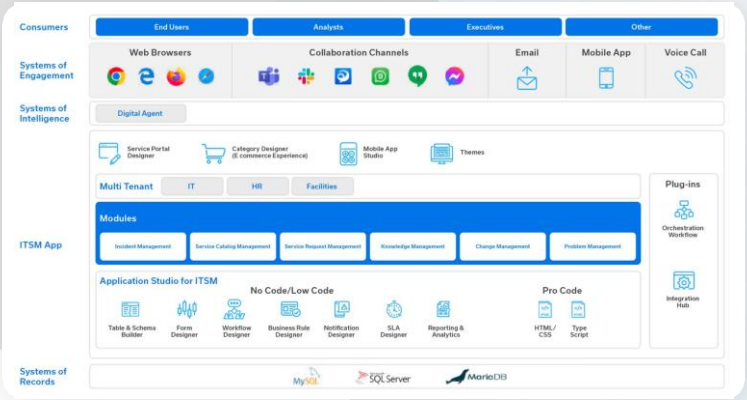
Reduce call deflection and improve experience by empowering employees with self-service experience enhanced by AI and automation.

Launch services at lightening speed

With SummitAI, you can role out new services with preconfigured workflows and a few drag and drops in minutes.

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ITSM application architecture



Unlock new possibilities with SummitAI IT Service Management

Ease of use and flexibility

- No-code/ low code Design Studio to design and customize functions and workflows
- Consistency across all ITSM modules 50+ built-in widgets and reusable templates
- Enforce business processes with a robust workflow engine
- Condition-based automatic update of values using Business Rules

High-scale

- Multi-tenant application for enterprises
- Customize with pro-code features
- Multi-language setup within ITSM application
- Built on robust and scalable tech platform
- Easy setup of integrations with other apps
- Configure different SLA policies on custom fields
- Reusable templates

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Personalized experiences

- Personalized service portal with 20+ built-in widgets
- Drag and drop capabilities and reusable workflows to build capabilities with no-code/ low-code
- Notifications in recipient's preferred language
- Create tasks automatically with notifications
- Report an incident via forms/ email or SMS
- Workflows with configurable status options
- Module dashboards for centralized management

High performance

- Lightweight application with advanced technology
- Design complex workflows seamlessly
- Preview, spot errors, validate workflows
- Set/get data from third- party apps as needed
- Filters to resolve incidents quickly
- Automate tasks for high productivity
- Persona-based service catalogues
- Enhanced self-service with knowledge articles

Reporting and analytics

- Comprehensive reporting and analytics
- Track and measure service performance and trends
- Build custom reports and dashboards as required

Robust security

- Access controls at the form field level
- PII encryption at field level
- Define access control at both the form and field level

Request a demo or contact us for more information

summitai.com/itsm/get-started/

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