

**AOMS
Features**

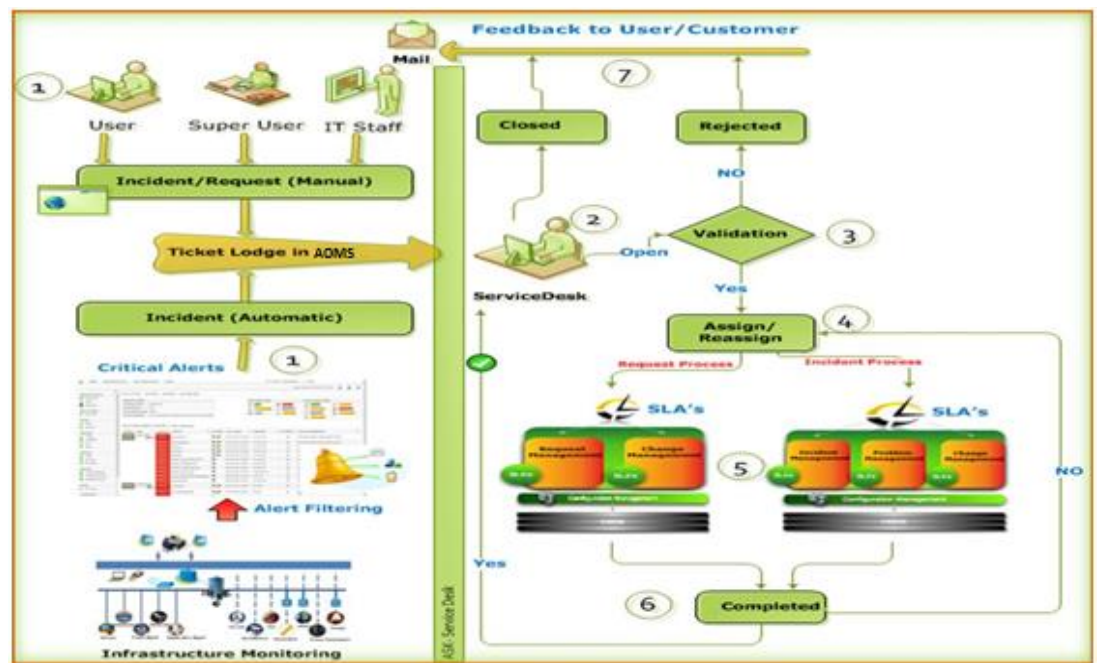
- Incident Management
- Problem Management
- Request Management
- Change Management
- Service Level Management
- Configuration Management Database (CMDB)
- Service Catalog
- Self Service Portal
- Error Management
- Contract Management
- Document Management

AOMS

AOMS provides a 360-degree view of your IT services and standardize your IT business processes in line with ITIL standards. With Athenta's AOMS - people, processes and technology work in synergy to increase profitability, and reduce operational costs.

The Athenta AOMS - organizes, automates and synchronizes business processes to efficiently service your customers. The Athenta solution, besides delivering the standard ITIL processes, offers Comprehensive SLA Management and Service Automation.

**AOMS
Workflow**



AOMS Helps You

- Quickly route requests to the right support
- Increase productivity for helpdesk agents, support staff and users
- Track performance against service level agreement to ensure that commitments are met
- Identify root causes to eliminate recurring incidents
- Search solutions with the help of specified keywords.
- Facilitates impact and analysis of changes with respect to CIs
- Reduce call support duration and volumes.
- Establishes a historical record of service disruptions and resolutions for reuse and analytics





Highlights

Predefined ITIL workflows

Complete CMDB

Supports multiple tenancy

API integration module

Single sign-on (LDAP)

Smart notifications (e.g. SLA violation)

Tight integration with Athenta "ANMS"

E-mail interface to allow automatic incident/service request creation

Service/SLA compliance dashboard

Built-in customer satisfaction survey

Built-in reporting engine

Appliance based Solution

Core Functionalities

Incident and Problem management

AOMS addresses both incident management and problem management. Its flexible, built-in, best-practices workflows help to speed the resolution of end-user issues and the identification of defects in the IT infrastructure. The workflows capture and track relationships in a seamless and integrated fashion, from the initiation of the incident to problem correlation, through knowledge entry creation and change request and verification, and finally, to permanent fix and resolution.

Service Management

SLA's help the IT team to work under pre-defined time constraints depending on the nature of a problem. AOMS helps you do exactly that! Once you have setup the SLA's in AOMS, you can track compliance of SLA's and ensure user satisfaction. AOMS also provide the functionality to create escalations for SLAs as well as notification alerts.

AOMS also has a built-in contract management module which allows IT operations to document all the contracts, they have under their control.

Change Management

AOMS includes a complete Change Management module to track and manage all change requests. It helps to reduce the impact of changes on your business, and increase visibility and communication of changes.

Benefits:

- Provides the ability to perform business / service impact Analysis and prepare pre and post Implementation and back out plans.
- Users can describe the CIs impacted by a change, as well as the contacts to be notified.

CMDB

AOMS includes a complete CMDB that allows IT operators to describe all items they have under their control and provides a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the version of all existing Configuration Items (CIs).

Relationships between CIs are also documented in AOMS CMDB, thus IT engineers can easily analyze dependencies within the infrastructure and impact due to outages.

About Athenta

Athenta is an Infrastructure Management product company that offers state of the art, next generation products for comprehensively & cohesively managing all aspect of your Infrastructure – IT, Building, Industrial Controls and Energy.

Athenta Products help to optimize operational expenses, enhance customer experience, improve profitability & reduce your carbon footprint, in a cost-efficient manner.

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