digital | desk

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IT managed.Responsibly.

We are Enterprise Service Management

"IT MANAGEMENT IS TRANSFORMING AS TECHNOLOGY PROGRESSES ENABLING THE NEW AGE OF CUSTOMIZATION FOR SERVICE-ORIENTED ARCHITECTURE, LEVERAGING CLOUD-BASED, AI ENABLED APPLICATIONS"

Product Overview

Digital Desk (formally ADiTaaS) is intuitive enterprise service management for the performance of the digital enterprise, on-premises or in the cloud. It provides end-to-end visibility of all services delivered by different business units, while automating processes on the powerful Digital Desk platform. Digital Desk is easy to configure and allows you to activate quickly, while scaling to your business needs. With a simple and consistent approach, you increase efficiency, lower costs, and devote more time to innovating and delivering the modern, consumer like, self-service experience your employees expect.

Digital Desk provides scalable workflows to manage and deliver IT related services to your users all through a single application. This ITSM solution can help your agent's productivity, resolve issues quickly, and improve user satisfaction. Also, powered by platform native AI, you can quickly accelerate technology changes and view recommended actions for incoming tickets or requests and drive self-service and automation through enterprise chatbot technology. The Digital Desk Platform also provides users access to ITSM via mobile or web-portal interfaces.

Why you Should have Digital Desk?

Incident Management

Automatically assign incidents to the correct resolution group with Incident Management's machine learning. Bring together stakeholders to investigate issues and restore services swiftly with the Major Incident Management portal.

Problem Management

Restore services quickly and often prevent issues from happening in the first place with Problem Management. Structured workflows diagnose the root causes and fix problems to eliminate recurring incidents and minimize the impact of unexpected disruptions.

Change Management

Improve velocity of work while minimizing risks and costs of unplanned changes. Automate changes with DevOps capabilities and complex changes, automate change advisory board meetings with CAB Workbench to accelerate change management.

Configuration Management (CMDB)

Consolidate IT data silos into a single system of record to let IT see the functioning of all assets and related services. See the relationships of configuration items (CIs) and services to proactively manage the change impacts.

Boost IT agent productivity with faster platform-native AI resolutions

Virtual Agent

Resolve repetitive IT service tasks and requests nearly instantly via Virtual Agent-an automated, conversational chatbot. Give employees 24/7 self-service and free IT staff to work on more meaningful tasks for greater team scalability and smarter resource spending.

Agent Workspace

Solve issues faster with Agent Workspace and increase employee satisfaction. Service desk agents get a single pane view command center with full issue context and relevant AI-powered recommendations to efficiently resolve issues quickly.

Why you Should have Digital Desk?

Managing customer-related issues
Smooth IT processes relating to customer service, such as creating an extensive self-service knowledge base or a support ticket system with fast response times, benefit from higher customer satisfaction.

Handling IT support inquiries
An automated workflow that can handle these inquiries can greatly help in resolving these matters quickly and taking up less of everyone's time.

Onboarding new employees
Getting new employees set up with the necessary equipment and access from the start is essential for a successful transition into their new roles.

Troubleshooting incidents
Resolving unplanned interruptions or system downtimes quickly and efficiently is crucial to any organization's successful operations.

Gradual and Agile Implementation
Digital Desk is a low-code/no-code platform that can be implemented in a few weeks, without the need for complex programming.

Quick Integration
Integrate Digital Desk with different type of data sources, from ERPs, CRMs, spreadsheets.

Accurate Data and Reports
View, in real-time, your business services on dashboards to predict impacts and make the best decisions.

Efficiency and Productivity
Automate manual tasks, orchestrate processes, have accurate metrics, and connect departments with less re-work

Summary

Digital Desk has been designed using ITIL best practices to help IT organizations achieve high quality service delivery and customer satisfaction. Customers choose Digital Desk based on ease of use, speed of setup, customer service, and affordability. Digital Desk has an intuitive UI, is easily configurable and customizable to meet customers' exact requirements and is easily integrable with third party IT systems.