Solutions in IT Service Management
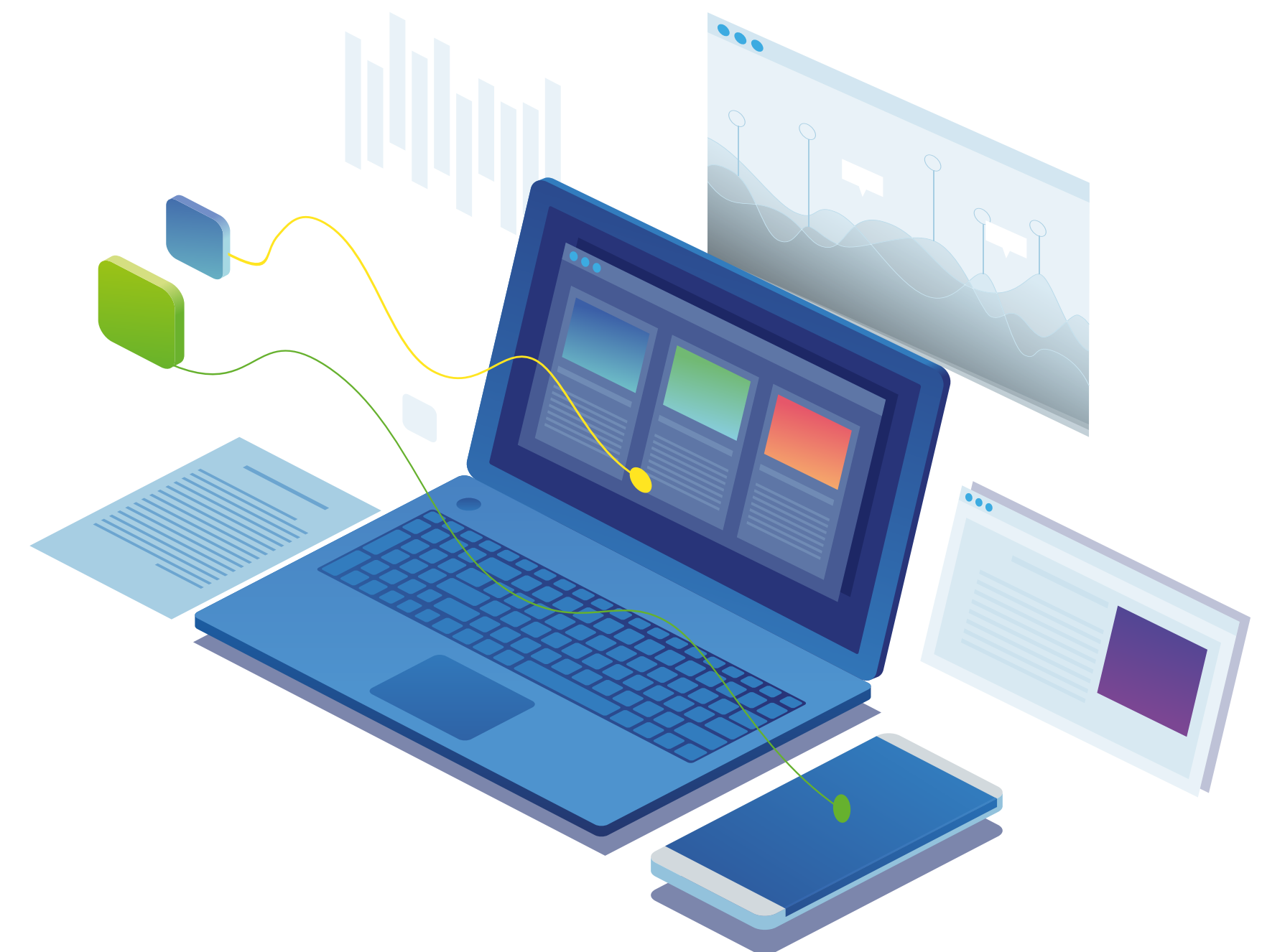
requestia

Requestia Service Management is a set of applications that improve how you manage IT services. Focused on delivering high quality customer service, our platform was built with ITIL best practices, giving you more control to track and log requests, events and incidents.

CMDB, integrated with Asset and Event Control, provides efficient support for Change Management. With an intuitive interface for self-service service request, and secure accessibility via browser, **Requestia Service Management** is the ideal choice for your IT Service Management.

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Requestia's solutions stand out for delivering fast results and quick wins. Designed to overcome initial resistance to adopting new tools, our platform is highly intuitive, allowing your employees to find the best way to streamline operations.
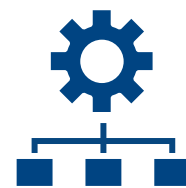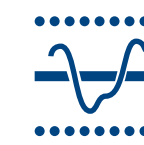
Simplify.

MAIN FEATURES

Self-Service Portal: Users get the hang of self-service quickly with an easy-to-use web interface. A single portal for all departments, services are displayed on a service menu, and each request is logged and tracked until resolution.
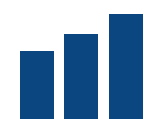
CMDB: Graphical display in your browser: Managing your CMDB just got easier. With a graphical view via browser that's able to represent the relationship between thousands of configuration items, integrated with Incident and Change Records, which helps impact and priority analysis.

KPIs and Metrics Dashboard: Request volume, compliance with SLAs or analysis of most frequent requests are available directly on Requestia Service Management interface. KPIs are displayed in a logical layout, offering relevant information at a glance.

Unblock Passwords and Create User Accounts: Employees can request to unblock passwords, create or block accounts directly on the portal. Quick and secure, users now have self-service available 24x7 from anywhere they're working.

Monitor Configuration Items: Simple monitoring protocols, such as ICMP and TCP, can quickly identify unavailable configuration items, automatically register an incident and notify support providers.

ITIL Processes: Leverage workflows and approval processes that are easy to configure to streamline Incident and Problem Management, Change Management and Service Requests, according to ITIL processes.

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