ADiTaaS
Digital Service Management

ADiTaaS: Automation Platform for the Digital Era

IT management is transforming as technology progresses enabling the new age of customization for service-oriented architecture, leveraging cloud-based, AI enabled applications.
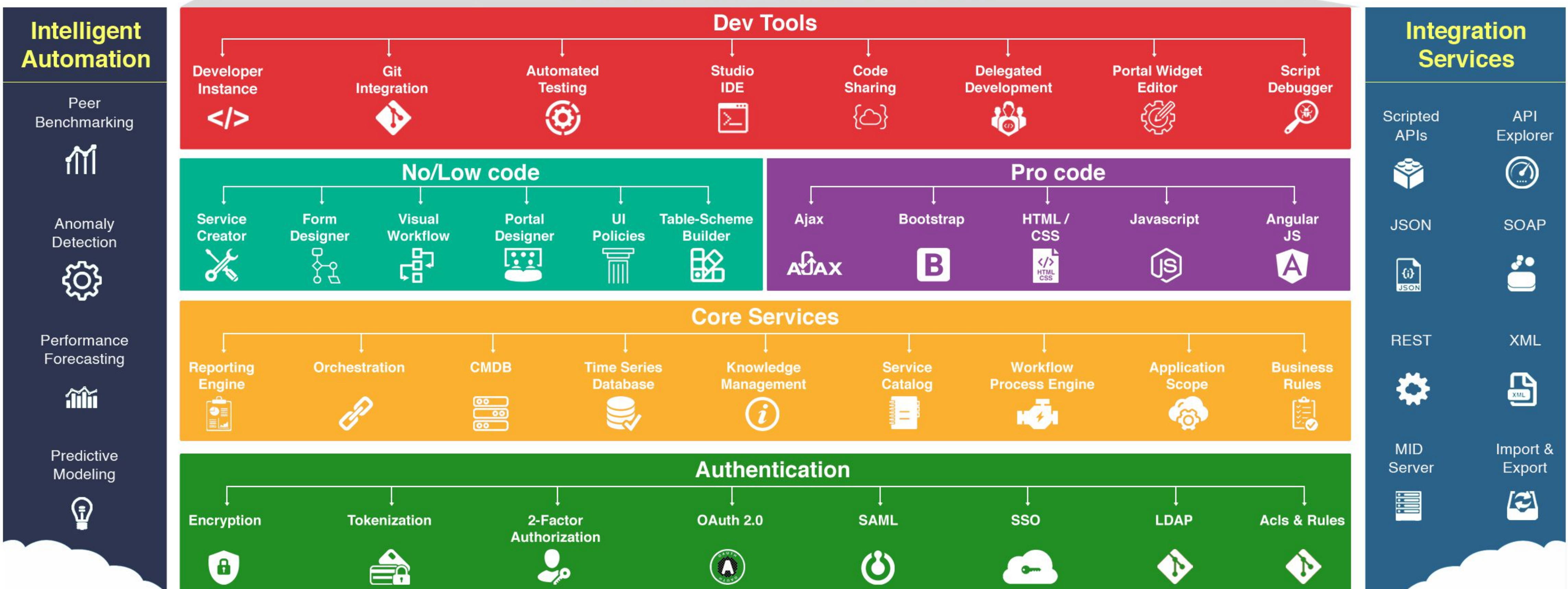
ADiTaaS (Allied Digital Integrated Tool-as-a-Service) is an intuitive mobile friendly service management and systems assurance cloud based application for the performance of the digital enterprise. ADiTaaS provides end-to-end visibility into your business services and IT environment, while automating processes on the powerful AI-enabled modules. ADiTaaS is easy to configure and can easily be customized to scale 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, self-service experience your end-users expect.

ADiTaaS solutions blend modern digital services management and design with best-practice ITSM and ITSM principles to lead a new era in service management excellence. Modernize your IT with the right solution from ADiTaaS powered by AI.

## ADiTaaS: Digital Service Management Platform

Notify	Visual Task Board	Connect	Push	SMS	Service Portal	Email	Mobile	Guided Tours

USER EXPERIENCE & NOTIFICATION SERVICES

Intelligent Automation
- Peer Benchmarking
- Anomaly Detection
- Performance Forecasting
- Predictive Modeling

Integration Services
- Scripted APIs
- API Explorer
- JSON
- SOAP
- REST
- XML
- MID Server
- Import & Export

Dev Tools

Developer Instance	Git Integration	Automated Testing	Studio IDE	Code Sharing	Delegated Development	Portal Widget Editor	Script Debugger

No/Low code

Service Creator	Form Designer	Visual Workflow	Portal Designer	UI Policies	Table-Scheme Builder

Pro code

Ajax	Bootstrap	HTML / CSS	Javascript	Angular JS

Core Services

Reporting Engine	Orchestration	CMDB	Time Series Database	Knowledge Management	Service Catalog	Workflow Process Engine	Application Scope	Business Rules

Authentication

Encryption	Tokenization	2-Factor Authorization	OAuth 2.0	SAML	SSO	LDAP	Acls & Rules

# Elevate services with DSM's functional modules

Virtual Agent

Virtual Agent provides instant resolution to repetitive IT service tasks and requests with self-service responses delivered via an automated, conversational Chatbot. Customers receive consistently great service 24/7, and IT staff are freed to work on more meaningful tasks, allowing for greater scalability and smarter resource spend.
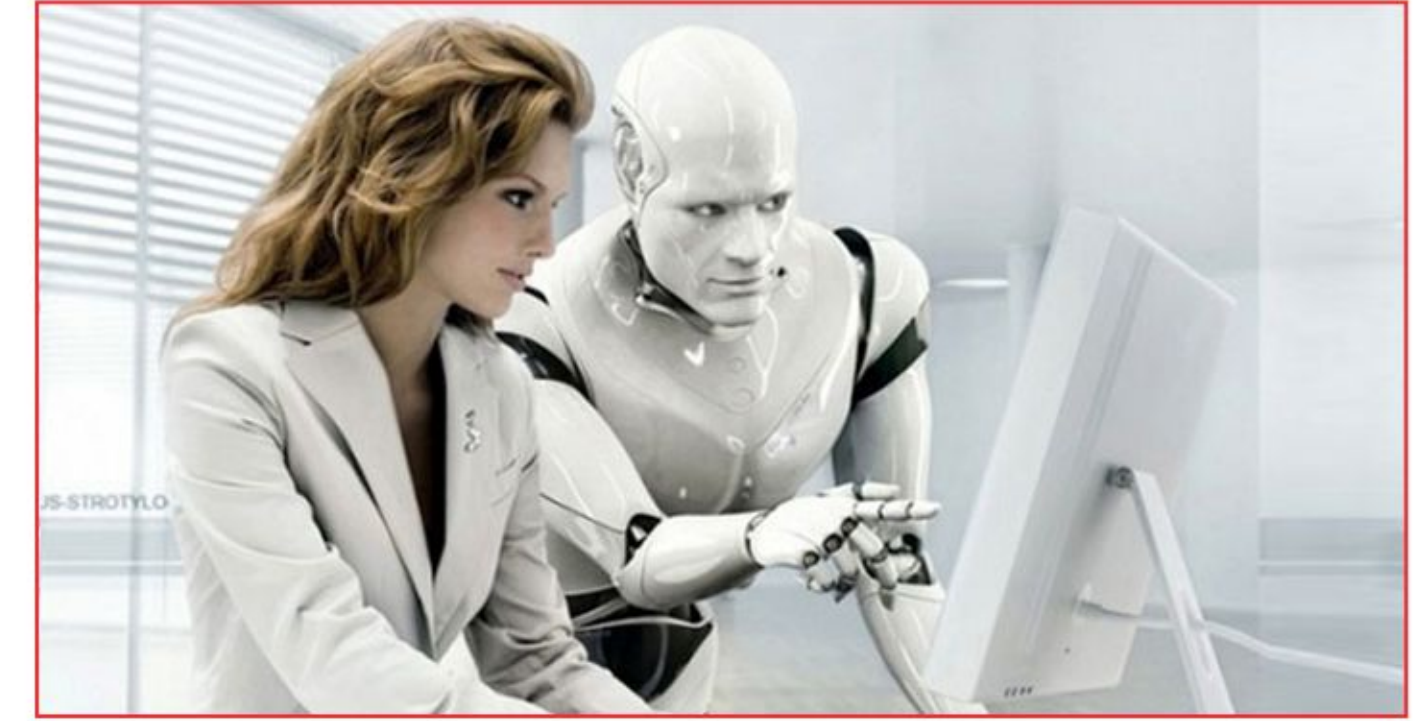
Employee benefit - provides consistent, 24x7 self-service with faster resolutions

IT benefit - deflects incidents, removes the burden of repetitive, routine work

Agent Intelligence
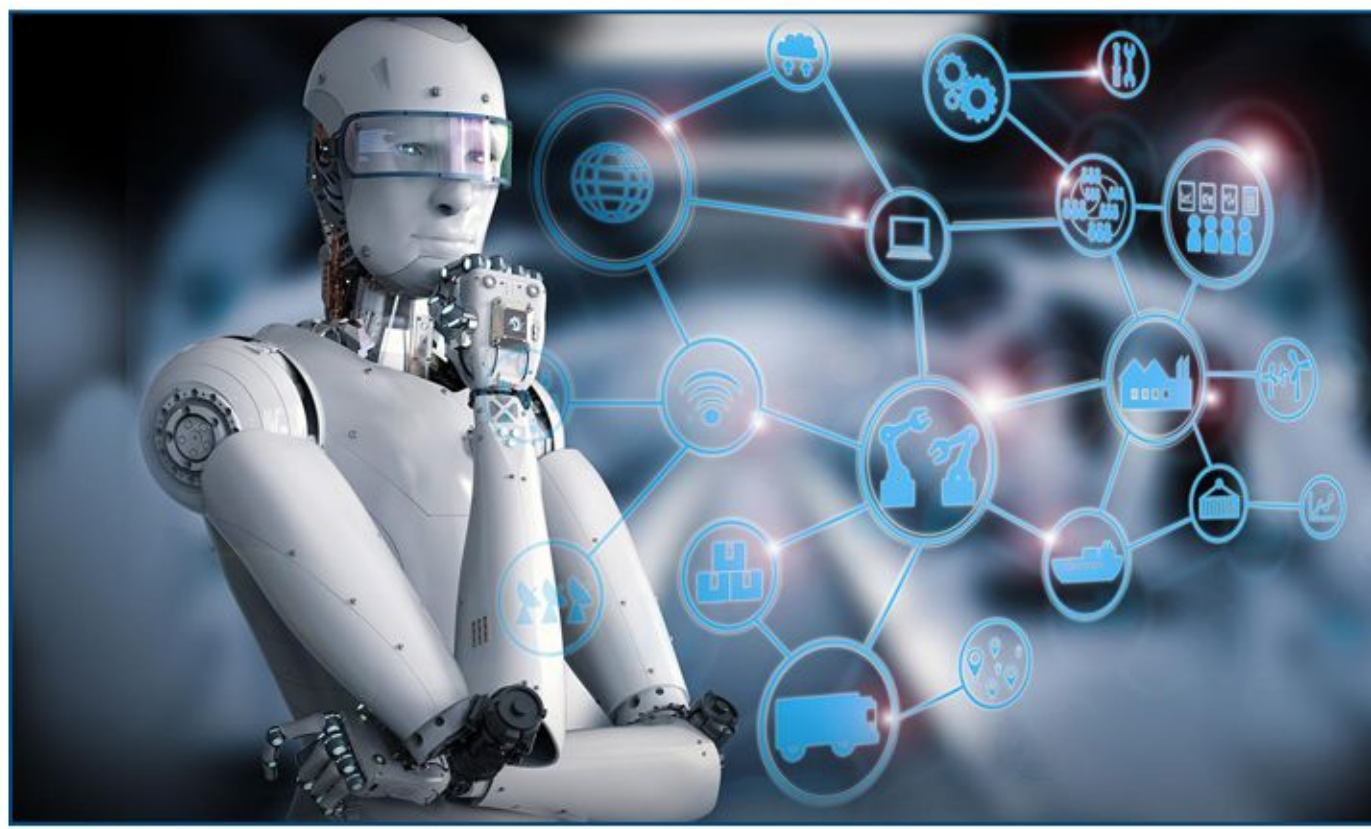
Agent Intelligence uses machine learning to automatically categorize and route issues to increase agent efficiency to lower time to resolution. By automatically categorizing incidents based on the requester's description, Agent Intelligence is able to "learn" from historical request patterns, allowing it to become increasingly accurate in its predictive recommendations.

Employee benefit - ensures requests are routed correctly, resulting in faster responses

IT benefit - correctly categorizes requests for faster resolution and increases CSAT

Performance Analytics

Performance Analytics puts the power of data in the hands of the stakeholders and subject matter experts-workers, owners, and executives-who are responsible for successful service delivery. With Performance Analytics, you can use data visualizations to anticipate trends, prioritize resources, and drive alignment with business goals.
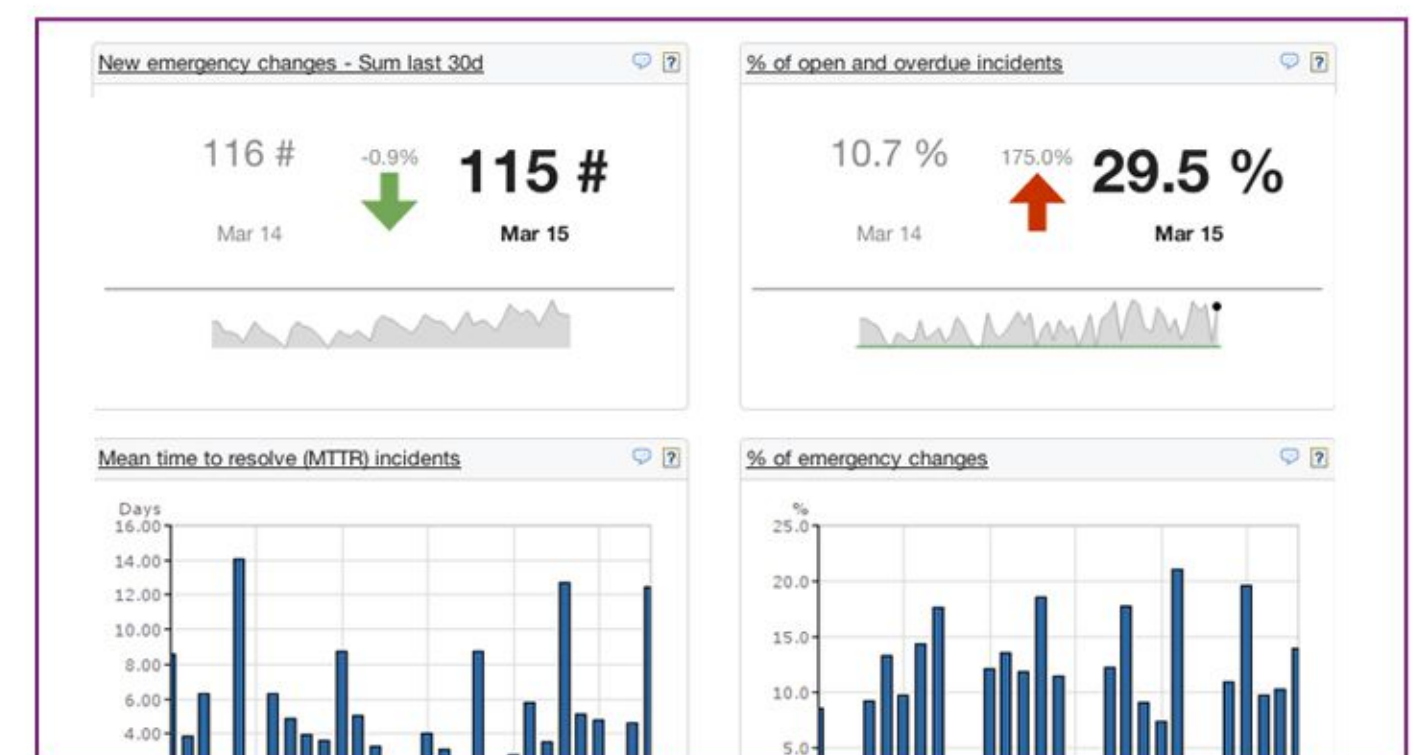
Business benefit - allows for data-driven decisions from real-time dashboards and notifications

IT benefit - anticipates trends, prioritizes resources, and drives IT's performance

Continual Improvement Management

Continual Improvement Management (CIM) aligns data, people, and business goals for managing and measuring the strategic roadmap for IT improvements. With a structured framework and workflow, CIM enables cross-team collaboration and ensures all improvements are efficiently reviewed and prioritized.

Business benefit - reduces costs and focuses resources on innovation for the business

IT benefit - allows cross-team collaboration to manage and measure IT improvements

ADiTaaS Intelligence (AI)

Self-Learning and Auto Healing

AI is ADSL's foundation platform for next digital transformation for the business. ADiTaaS Intelligence leverages industry standard artificial intelligence platforms & machine learning tools. ADiTaaS Intelligence integrates with in-house developed integration, operations & analytics modules.

ADiTaaS Intelligence (AI) will augment intelligence and it will assist experts in your business for taking your digital transformation to the next level of growth. We will help merge the real world and virtual world in the digital era. It is the collaborative and augmented nature of the ADiTaaS.

ADiTaaS Intelligence (AI)

ADiTaaS IoT - Cloud to the Edge
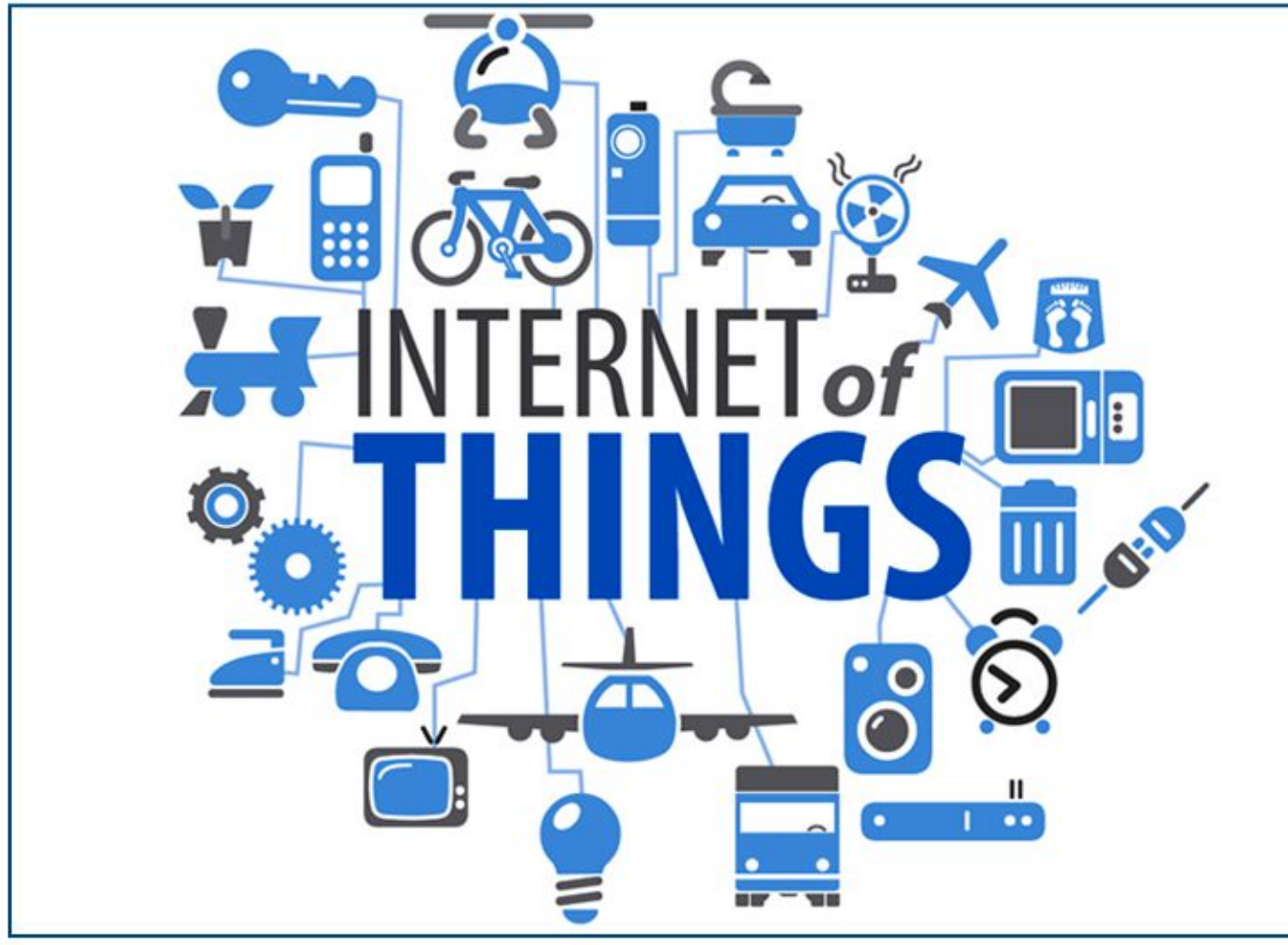
Millions of sensors will be deployed across the globe in the near future - sensors with compute at the edge makes it even more powerful. Our focus is to help businesses to make decisions where they will take advantage compute at the edge. In this journey, Locations of Thigs (LoT) or Context of Thigs (CoT) will become even more important than IoT.

Our ADiTaaS IoT platform is designed to track Locations of Things (LoT) Intelligently with Settings of Things (SoT) and everything is Controlled by ADiTaaS (Control of Things).

- Control of Things (CoT)
- Location of Things (LoT)
- Setting of Things (SoT)

Data Analytics Platform

Real-time integrated data analytics for your team to view anywhere
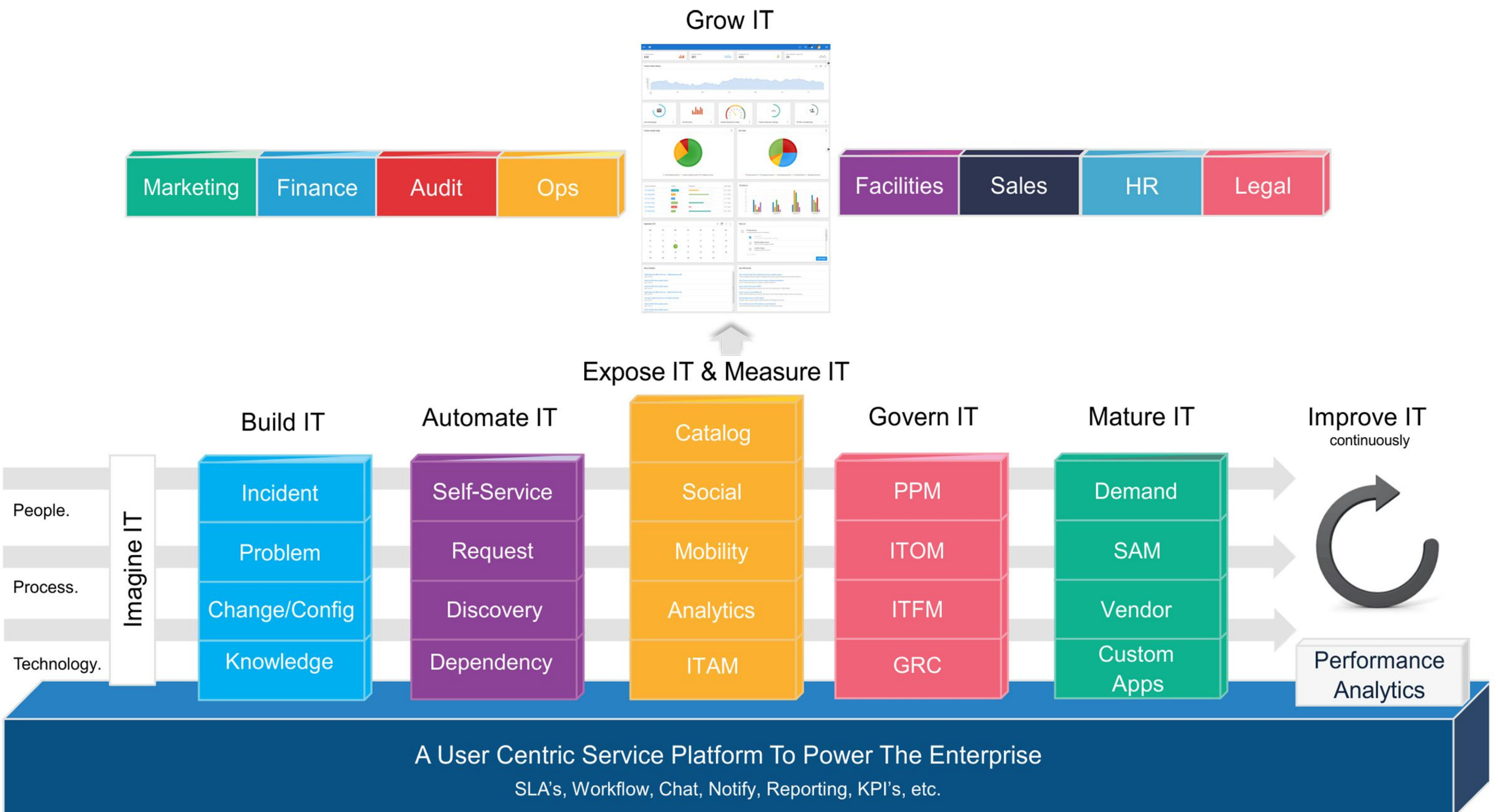
ADiTaaS provides proactively monitor and manage complete Enterprise Infrastructures and provide a single point of accountability. Standard Service Level Agreements (SLAs) are tuned to meet each client's specific requirements.

Combine the power of our platform with a single data model to generate and distribute important information on demand and in real time. Choose from predefined or customized reports, and create eye-catching dashboards in a flash. Benchmark your performance against your peers with numerous key performance indicators (KPIs) and track your continuous improvement over time.
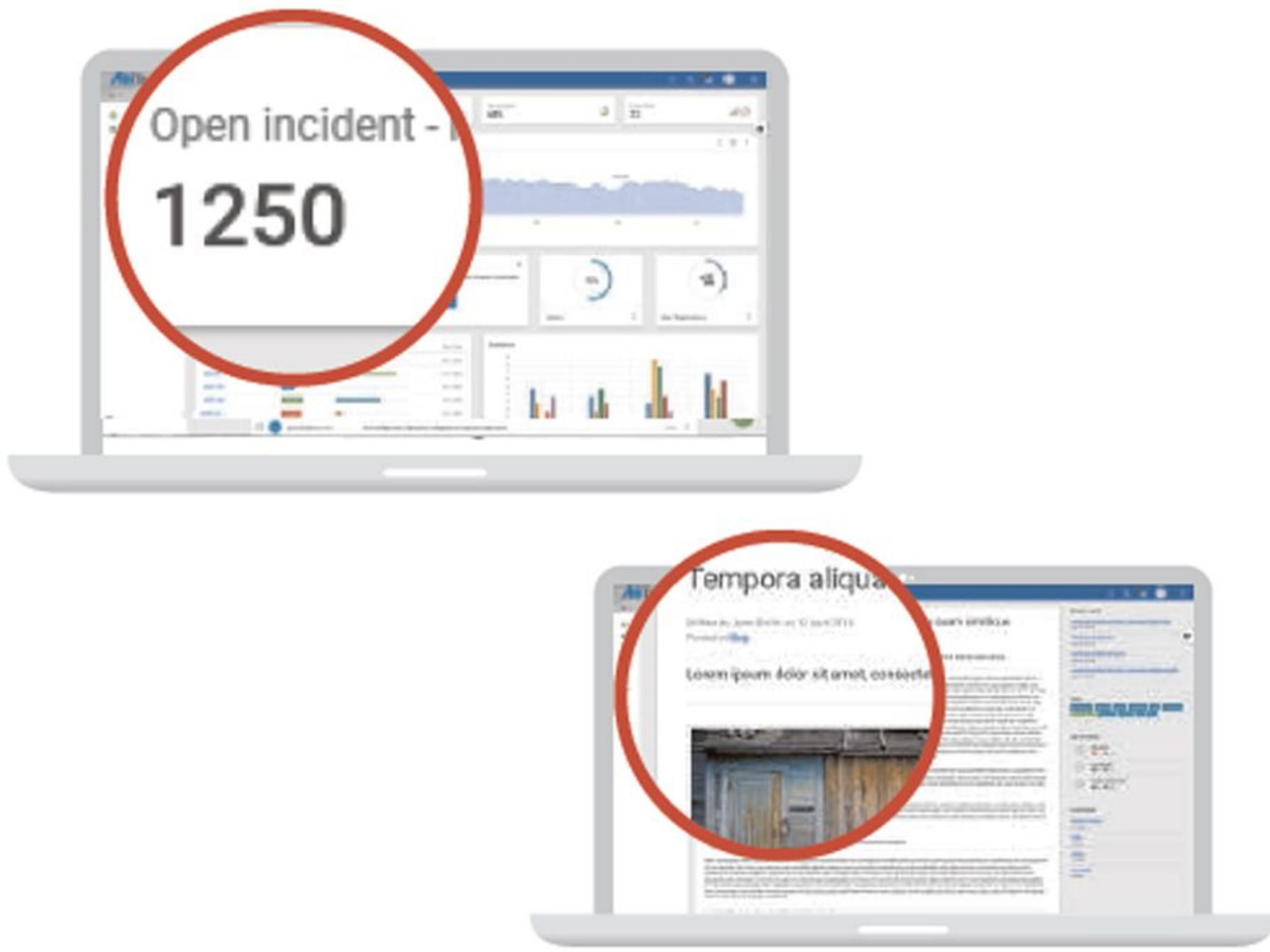

Enterprise Platform

ADiTaaS solutions blend modern digital services design with best-practice ITSM principles to lead a new era in service management excellence. Modernize your service desk wih the right ITSM solution from ADiTaaS.

Grow IT

| Marketing | Finance | Audit | Ops | | Facilities | Sales | HR | Legal |

Expose IT & Measure IT

	Build IT	Automate IT		Govern IT	Mature IT	Improve IT continuously
People.	Incident	Self-Service	Catalog / Social	PPM	Demand	
Process.	Problem	Request	Mobility	ITOM	SAM	
	Change/Config	Discovery	Analytics	ITFM	Vendor	
Technology.	Knowledge	Dependency	ITAM	GRC	Custom Apps	Performance Analytics

Imagine IT

A User Centric Service Platform To Power The Enterprise
SLA's, Workflow, Chat, Notify, Reporting, KPI's, etc.

ADiTaaS ITSM & ITSA Functional Modules

## Incident, Problem and Knowledge Management

Take control of the chaos by restoring service and responding to issues fast. Automatically capture issues through multi-channel and self-service support, prioritize them based on service level agreements, and automatically route them to the appropriate resolution group.

Investigate the root cause of an incident with trend analysis and periodic service configuration reviews to minimize and prevent future service disruptions.

Give end-users a modern way to interact with IT and other shared services groups-enable self-help, request items or services, and collaborate with others.

Service Catalog, Request and Approval Management

Give end-users a modern way to interact with IT and other shared services groups-enable self-help, request items or services, and collaborate with others. Quickly deliver standardized, pre-configured products and services with lower risk and costs. Capture and package knowledge from across the organization and make it readily available for the shared use of employees.
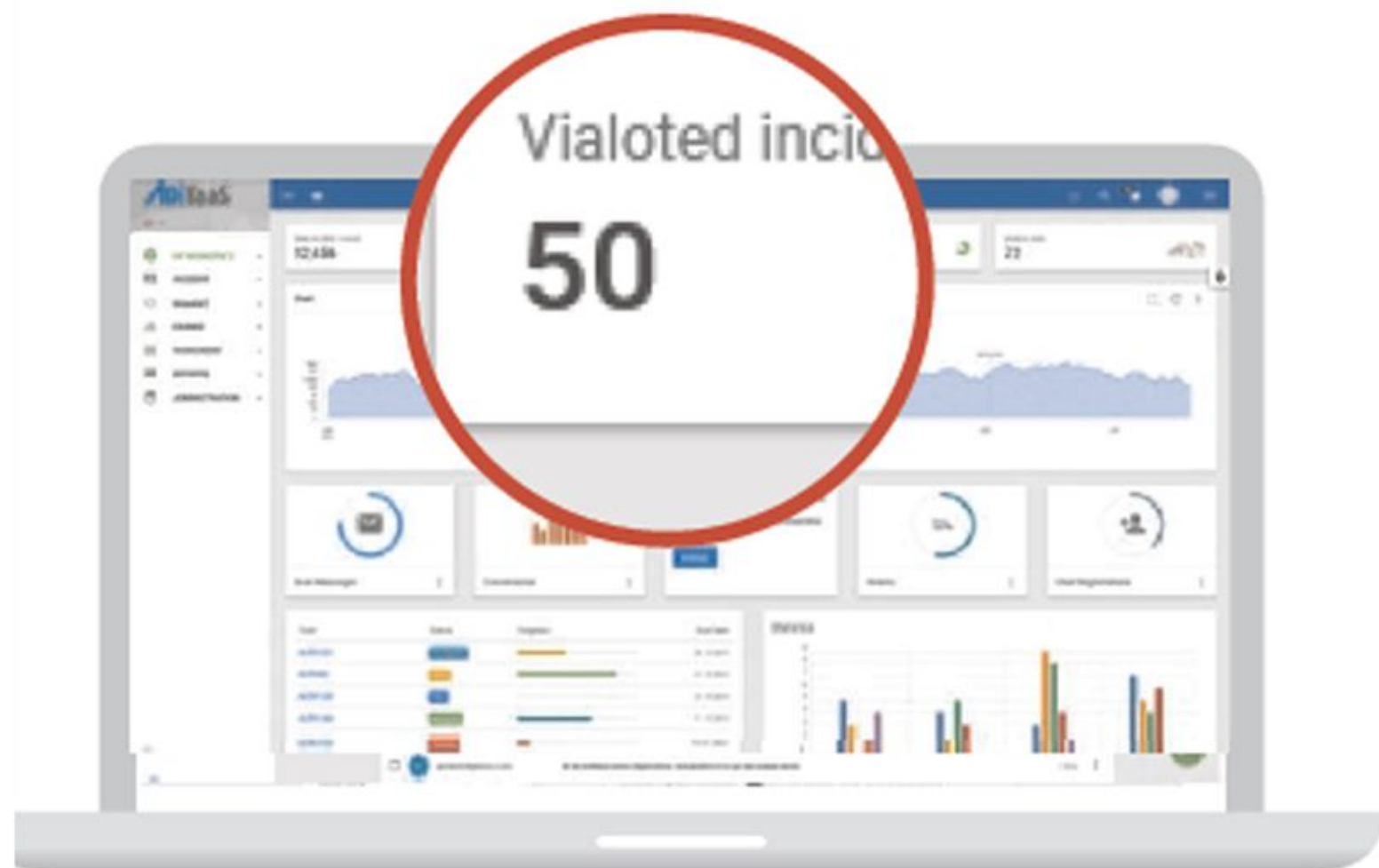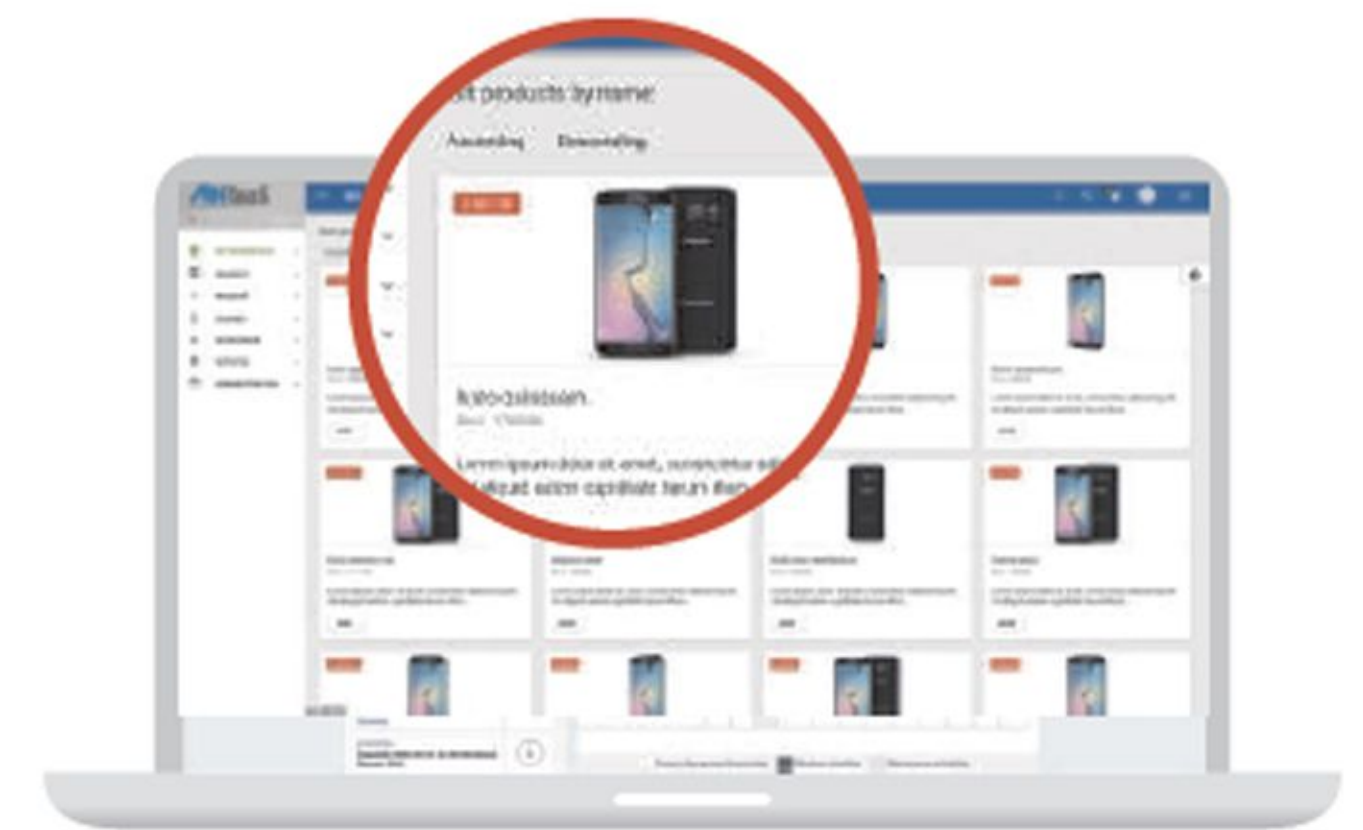
Change and Release Management

Use a single integrated change calendar that allows you to minimize the risks and costs associated with rapid changes, and be better positioned to set expectations and time frames for planned changes. Increase user satisfaction and unwarranted ticket requests with automated change notifications.

Reports, Dashboards and Advance Analytics

Combine the power of our platform with a single data model to generate and distribute important information on demand and in real time. Choose from predefined or customized reports, and create eyecatching dashboards in a flash. Benchmark your performance against your peers with numerous key performance indicators (KPIs) and track your continuous improvement over time.
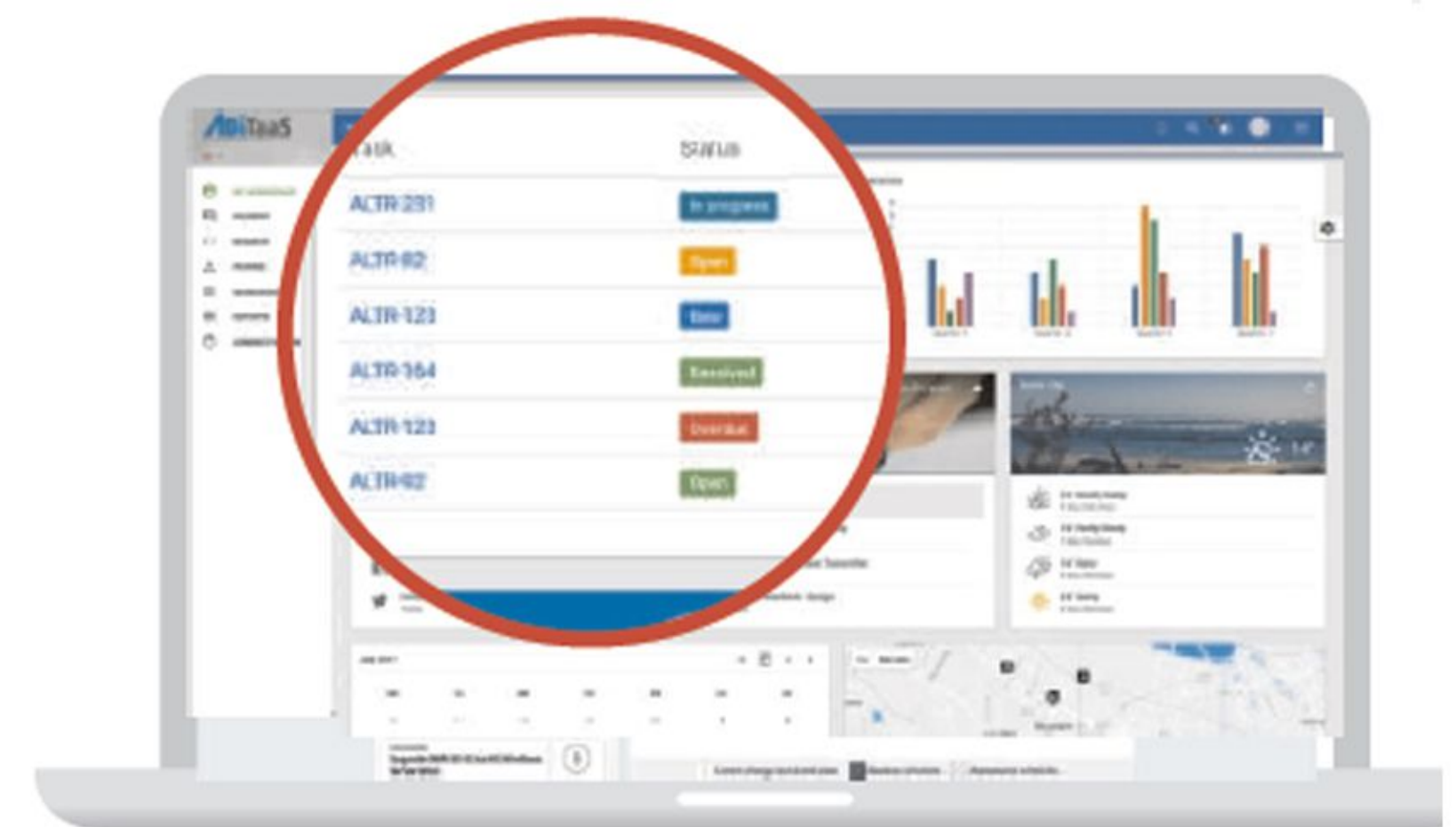
Testimonials

ADiTaaS has been an integral part of our IT Services since 2015. They provide outstanding support services for our IT Enterprise and Business Communities in the areas of ITSM, Service Catalog and Reporting.
Their commitment to serving our organization makes them an extension of our own staff

- Sr. IT Manager, Leading Global Auto Manufacturing co., USA

Our experience of implementing a new Service Desk tool, ADiTaaS, was excellent.

The product does exactly what we need from a ticketing perspective and can do so much more as a full information Technology Service Management tool.

- Manager Support Services, Leading Home Building co., USA