

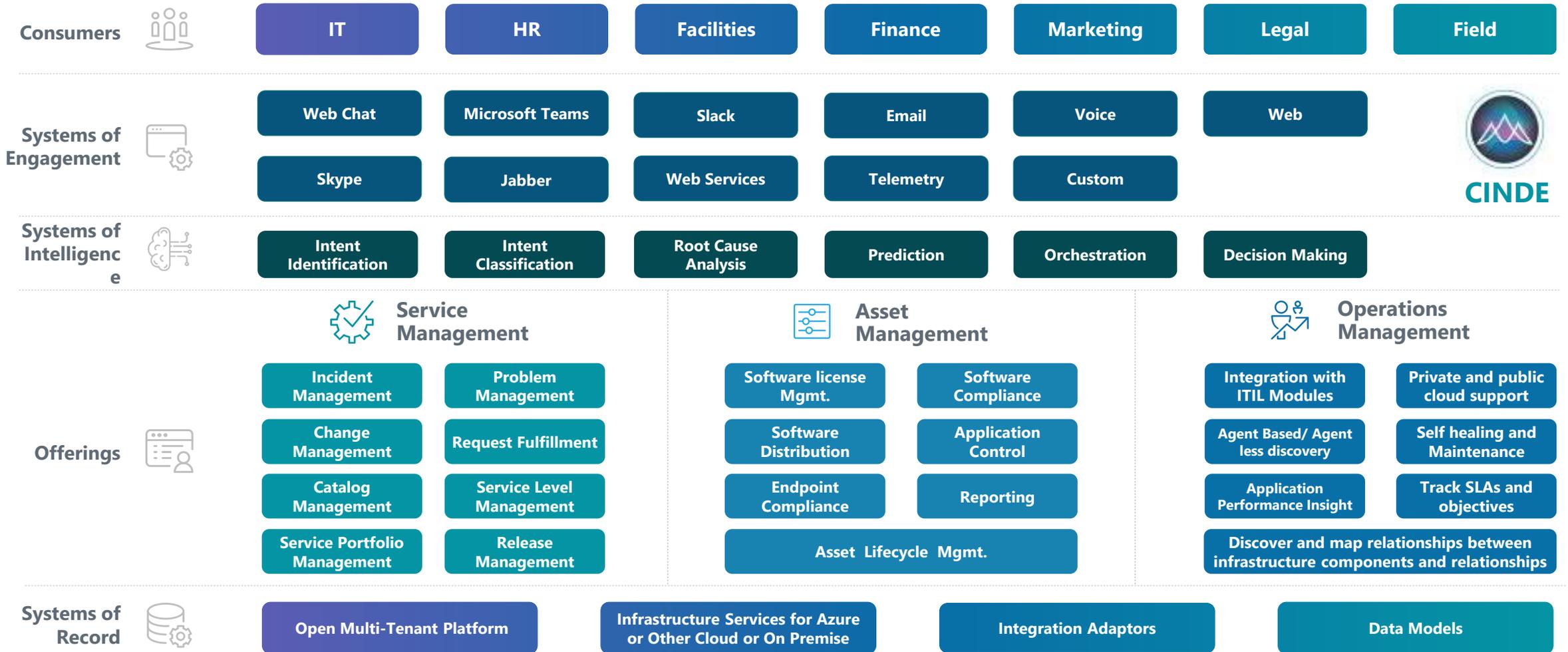
SYMPHONY SUMMITAI

SUMMITAI SERVICE MANAGEMENT

April 2021



SUMMITAI: AI-DRIVEN IT AND ENTERPRISE SERVICE MANAGEMENT SUITE



DELIVER EXCEPTIONAL EXPERIENCES WITH SUMMITAI SERVICE MANAGEMENT



Benefits

Higher productivity

Self-service experience

Single service portal

Omnichannel experience

Insights through dashboards/reports

Faster go-live using codeless configurations

Features

Scalable & multitenant

Operational intelligence

Orchestration

Gamification

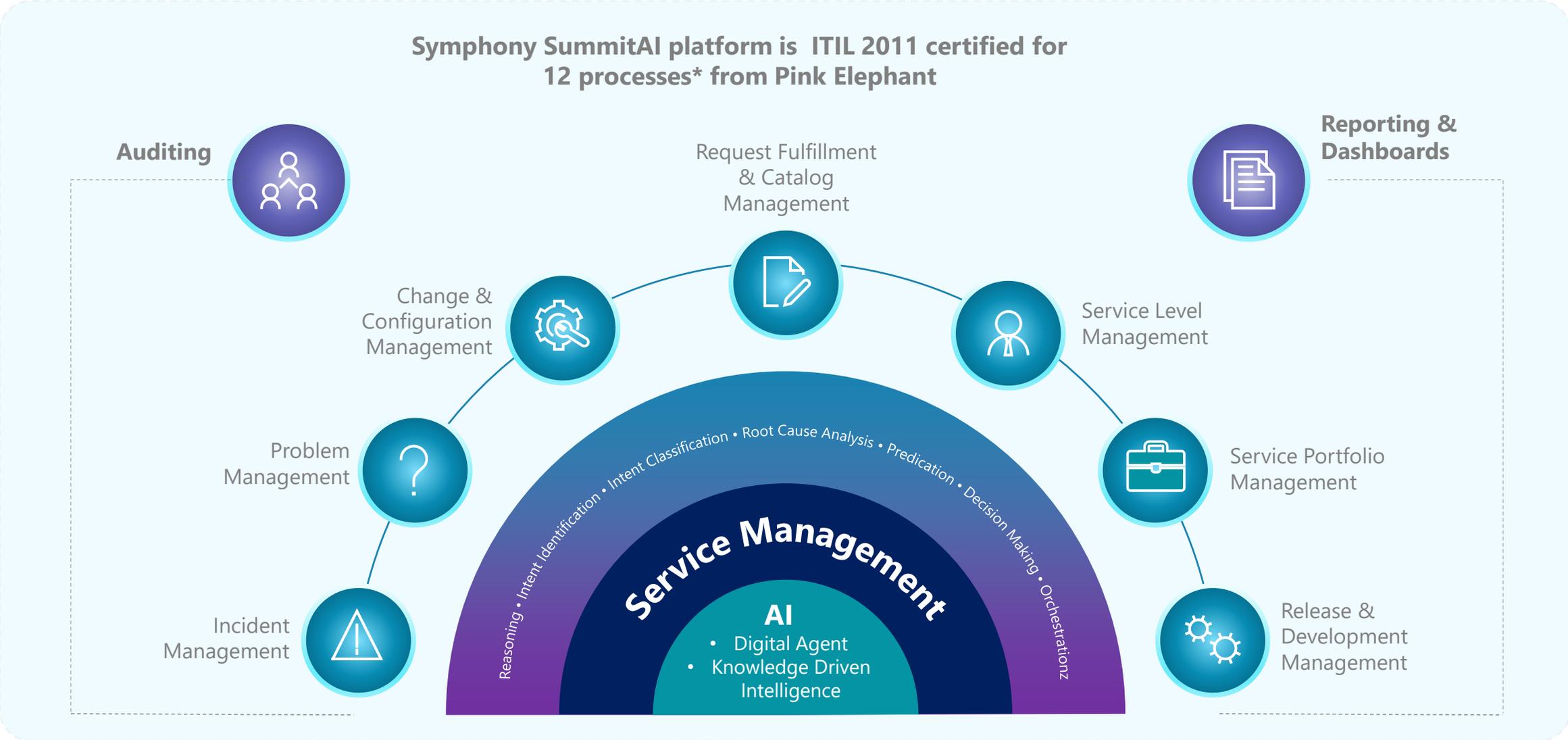
Smarter knowledge management

Support 100+ languages



SUMMITAI SERVICE MANAGEMENT

Symphony SummitAI platform is ITIL 2011 certified for 12 processes* from Pink Elephant



SUMMITAI PRODUCTIVITY ENGINES



- Operational Intelligence**
- Enabling Higher FCR
 - Contextual Information
 - Knowledge Harvesting
 - Event Co-relation

- Service Automation**
- Auto-Remediation
 - Resource Fulfilment
 - Human Error Elimination
 - Preventive Maintenance

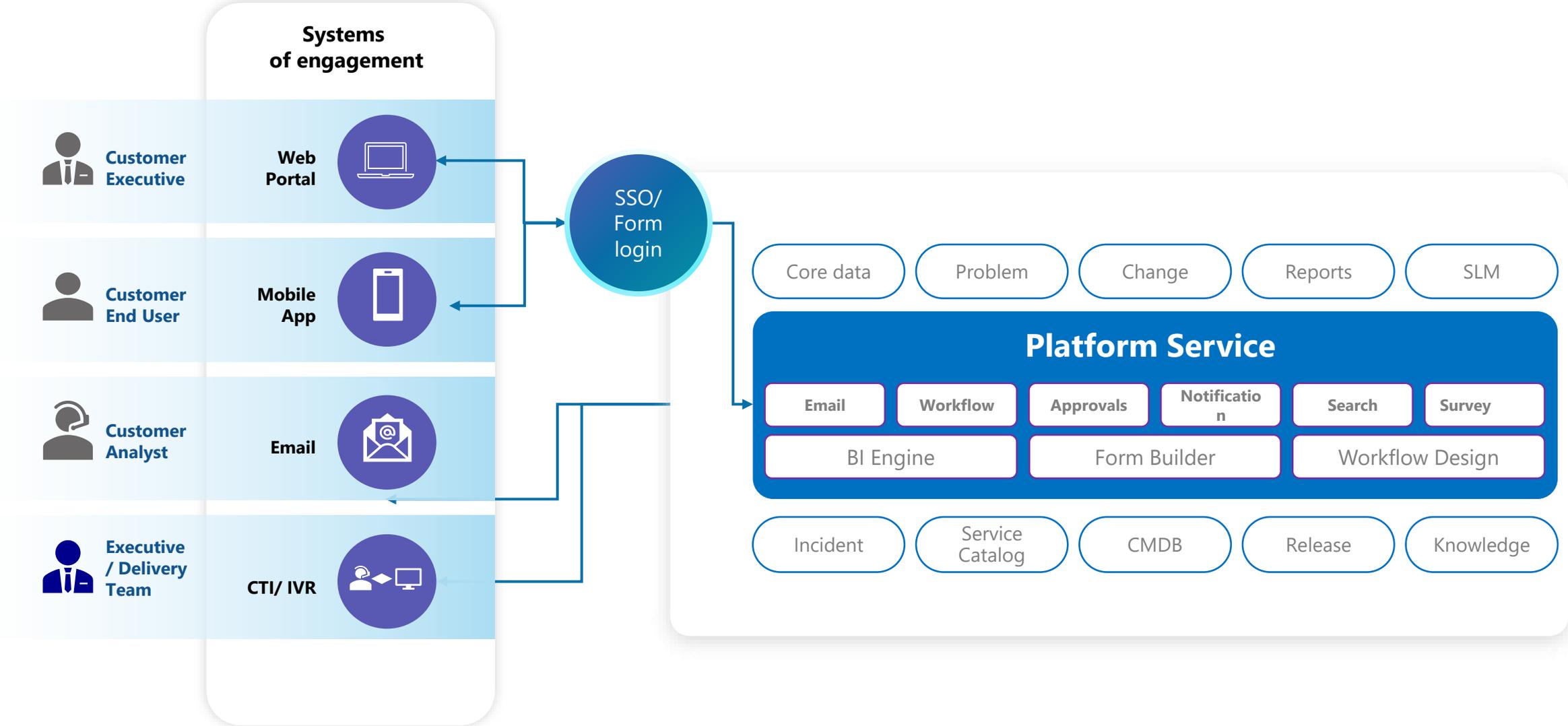
- Gamification**
- Driving Desired Work Culture
 - Performance Metrics, Rewards & Recognition
 - Healthy and Transparent Competitive Workforce

- Service Skill Management**
- Skill Assignment
 - Analyst Load Analysis
 - Automatic Ticket Routing

- Service Assist**
- Reduce L2/L3 Work Load
 - Rapid Response
 - Enabling Higher FCR

- Service Availability**
- Proactive Service Status
 - Service Based SLA 's
 - Event Management

SUMMITAI ITSM SOLUTION



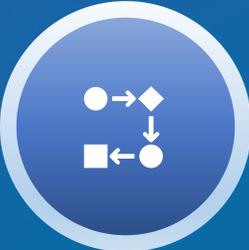
PLATFORM BUILDING BLOCKS



SELF SERVICE PORTAL



FORM BUILDER



BUSINESS CONTROL WORKFLOW



WORKFLOW DESIGNER



JAVASCRIPT



ORCHESTRATION

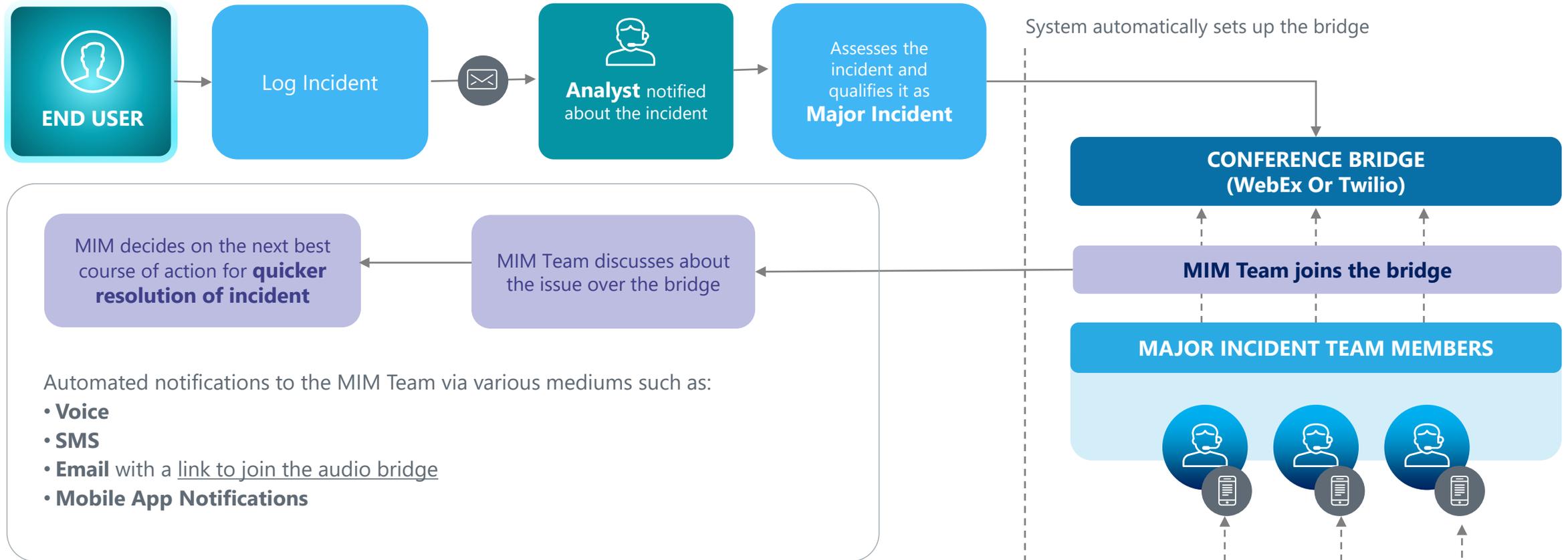


NOTIFICATION



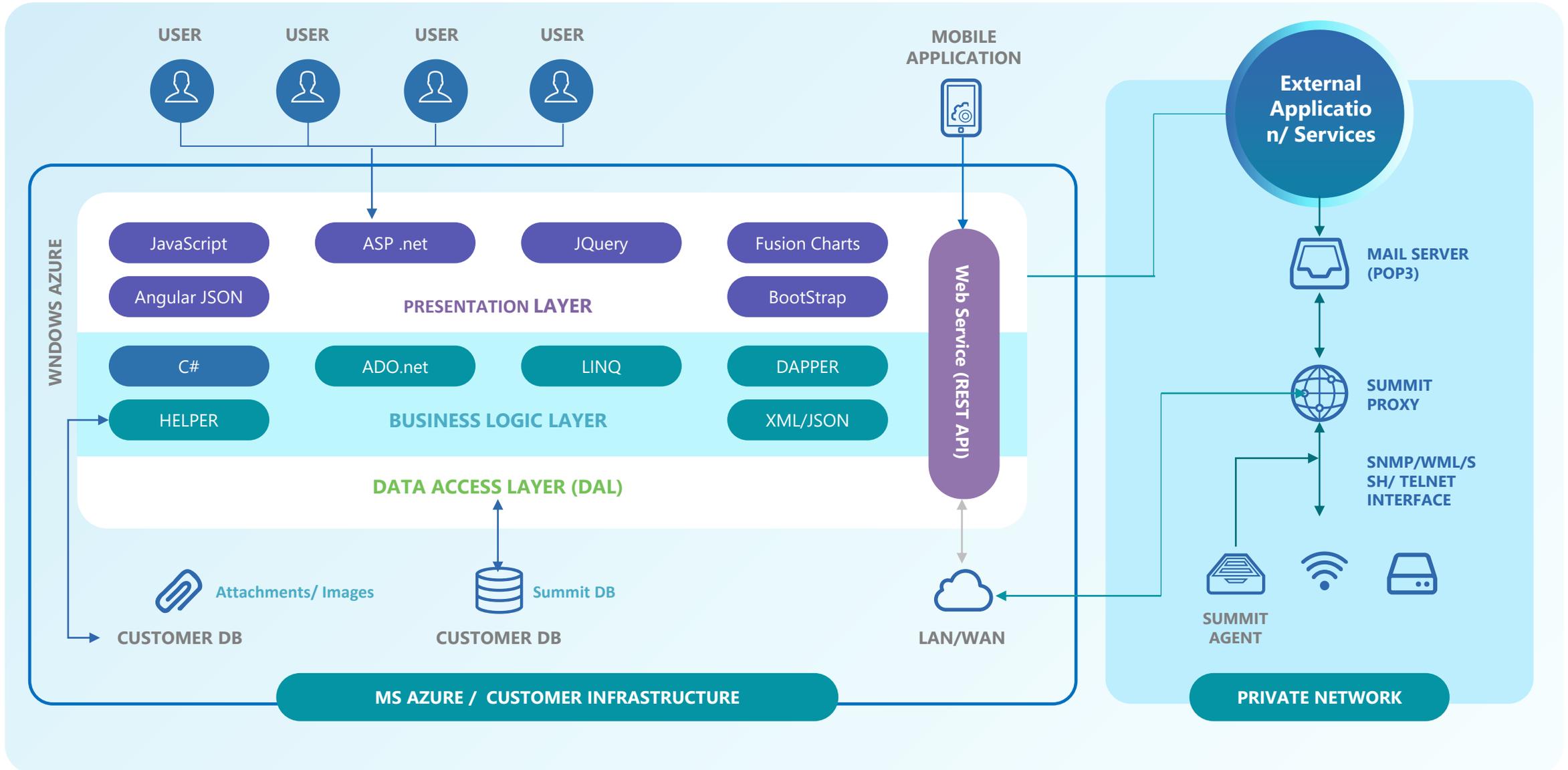
REPORT BUILDER

SUMMITAI MAJOR INCIDENT MANAGEMENT WORKFLOW

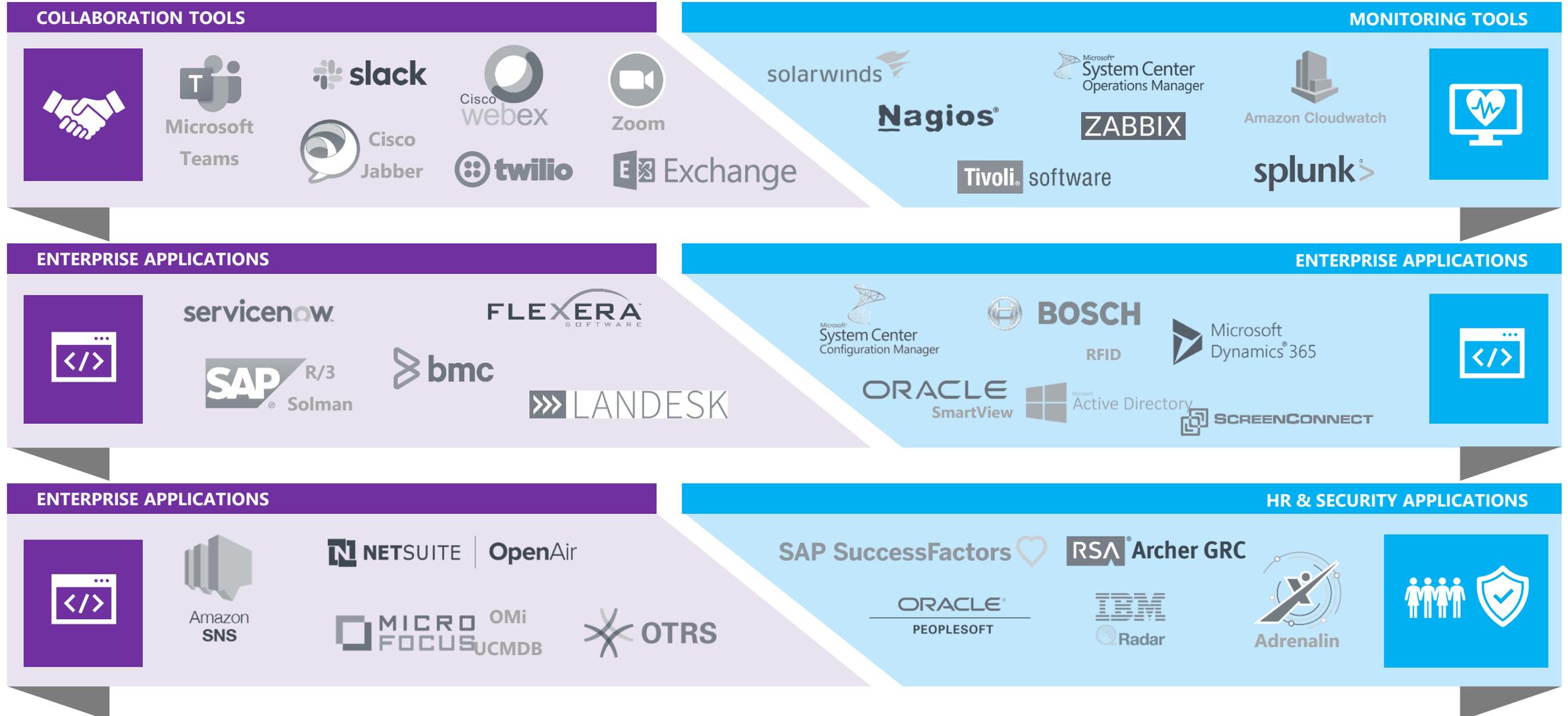


 Accelerate the **resolution process** of major incidents by leveraging on **SUMMITAI's Major Incident Management process** with automatic virtual war room setup and notifications to the relevant stakeholders

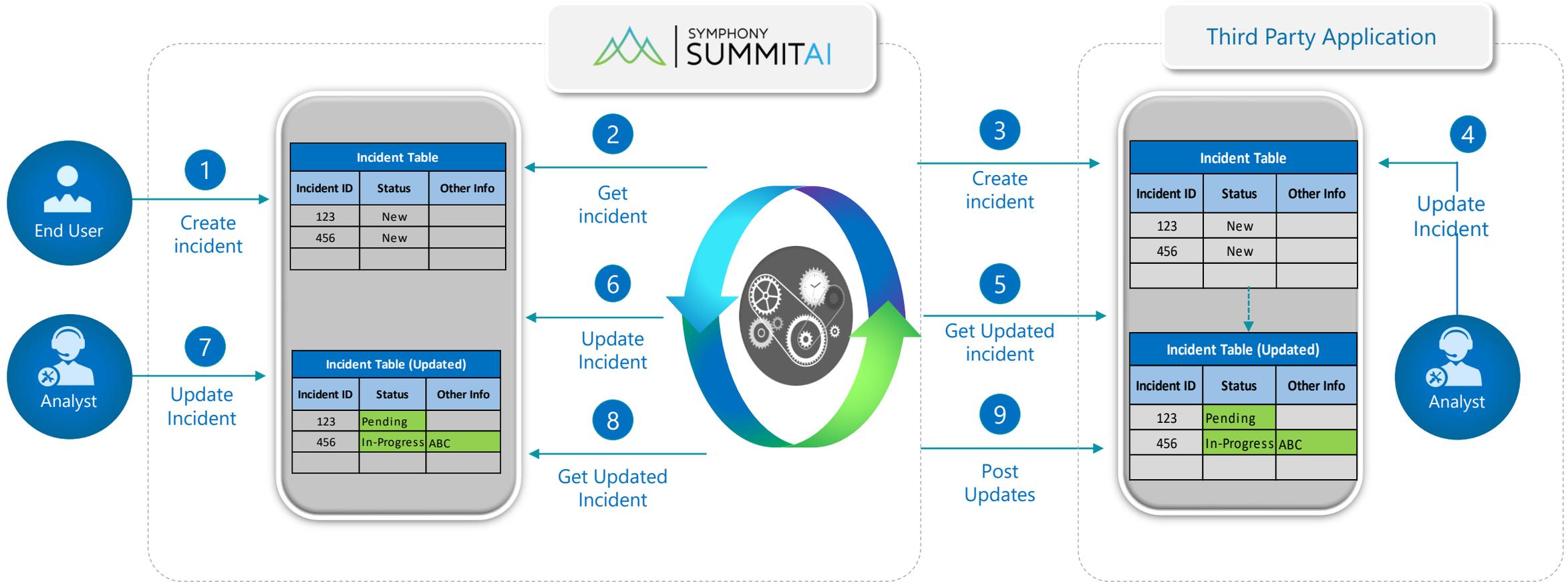
APPLICATION ARCHITECTURE



SUMMITAI OUT-OF-THE BOX INTEGRATIONS



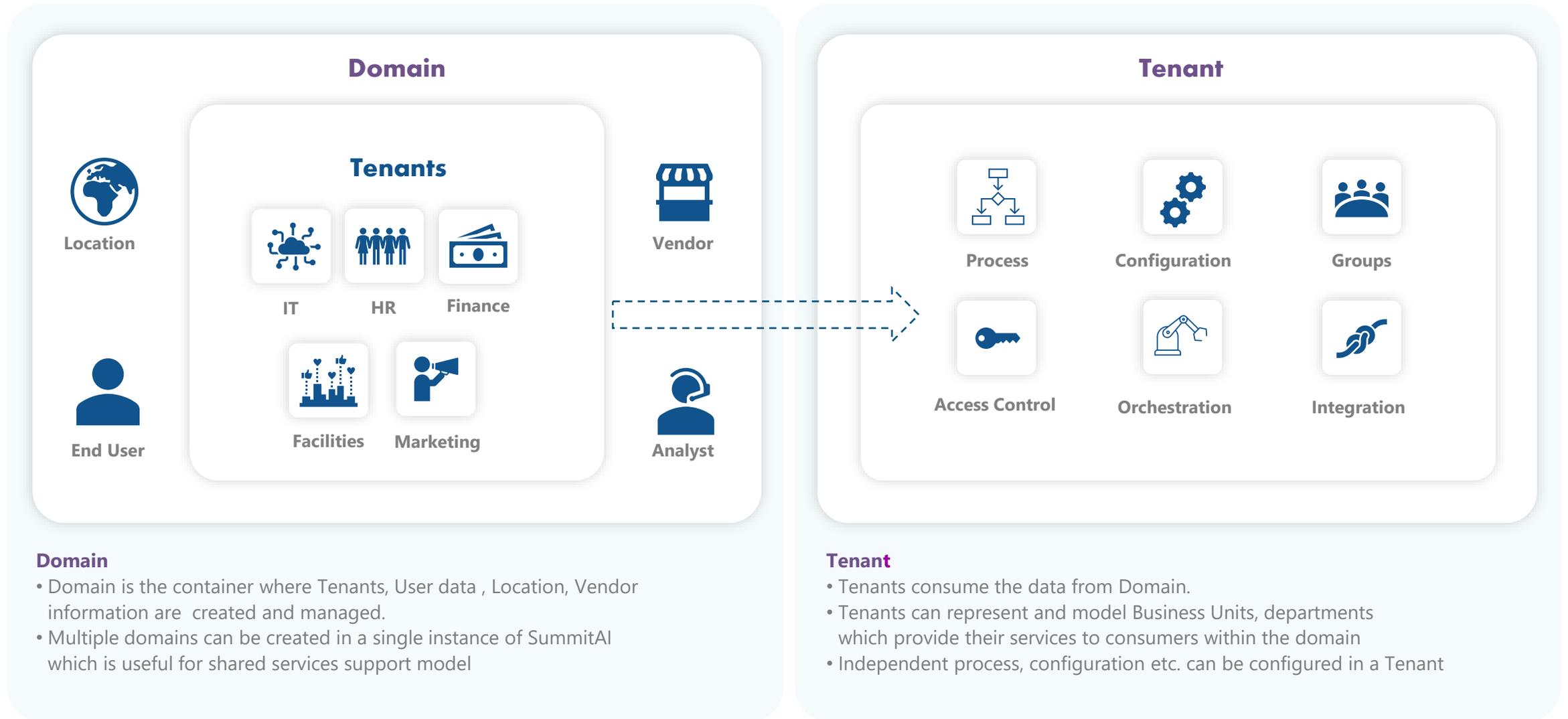
EXTERNAL WEBSERVICES



- Field mapping
- Periodic push and pull from SummitAI tables and third- party tables
- Ability to view the queue

- Minimal Development effort from third party, just publish the API
- Ability to debug and retry failed transitions
- Notifications to users in case of failures of transactions

MULTITENANCY – DOMAIN AND TENANT



Domain

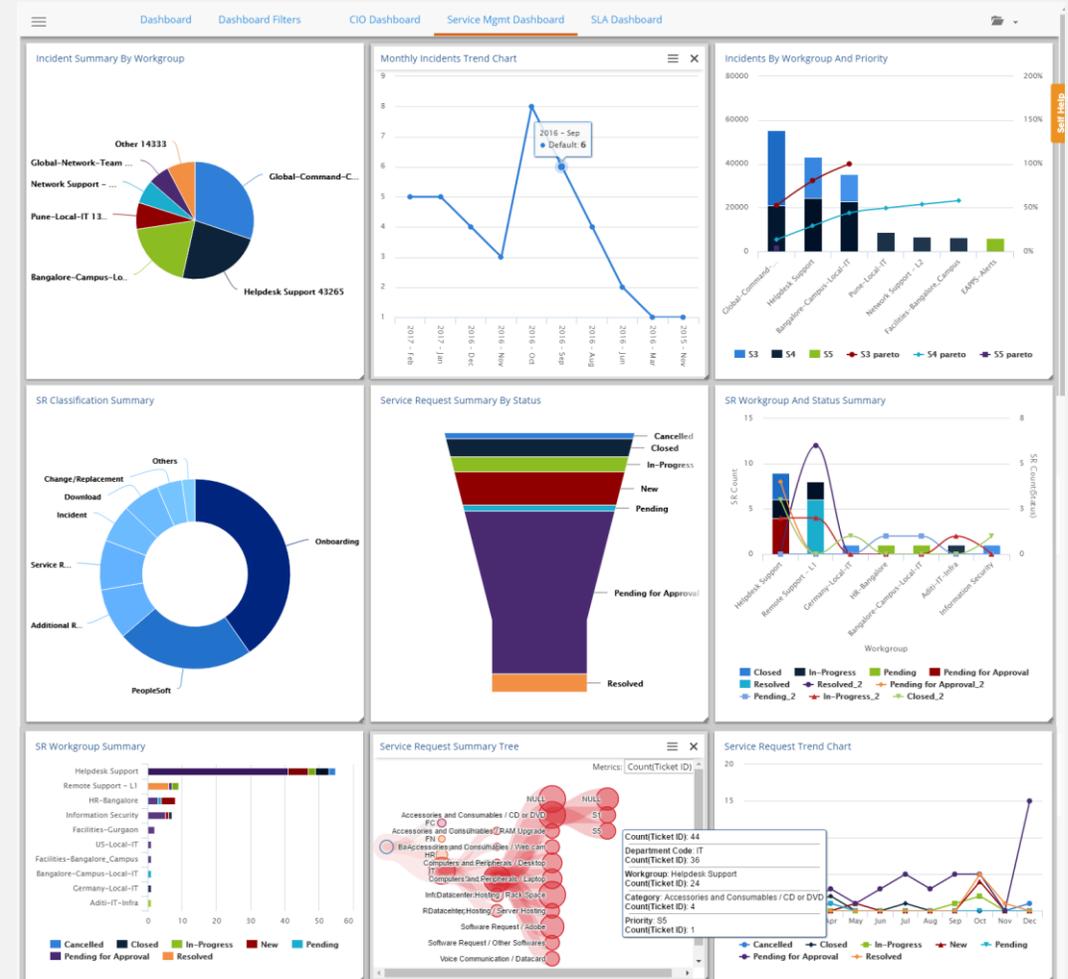
- Domain is the container where Tenants, User data , Location, Vendor information are created and managed.
- Multiple domains can be created in a single instance of SummitAI which is useful for shared services support model

Tenant

- Tenants consume the data from Domain.
- Tenants can represent and model Business Units, departments which provide their services to consumers within the domain
- Independent process, configuration etc. can be configured in a Tenant

BUSINESS INTELLIGENCE (BI ENGINE)

- 150+ Metrics across different modules!
- Tab based Dashboards with an option to define custom tabs and metrics from SUMMITAI Dashboard Designer!
- Different types of reports in a single pane of glass to enable informed decision making!
- Range of Reports including SLA Reports, Trend Reports, Compliance Reports, CSAT Analysis, Performance Analysis, Volumetric Analysis, Aging Reports, Top Drivers & many more!
- Integration Connectors with Power BI, Graphana



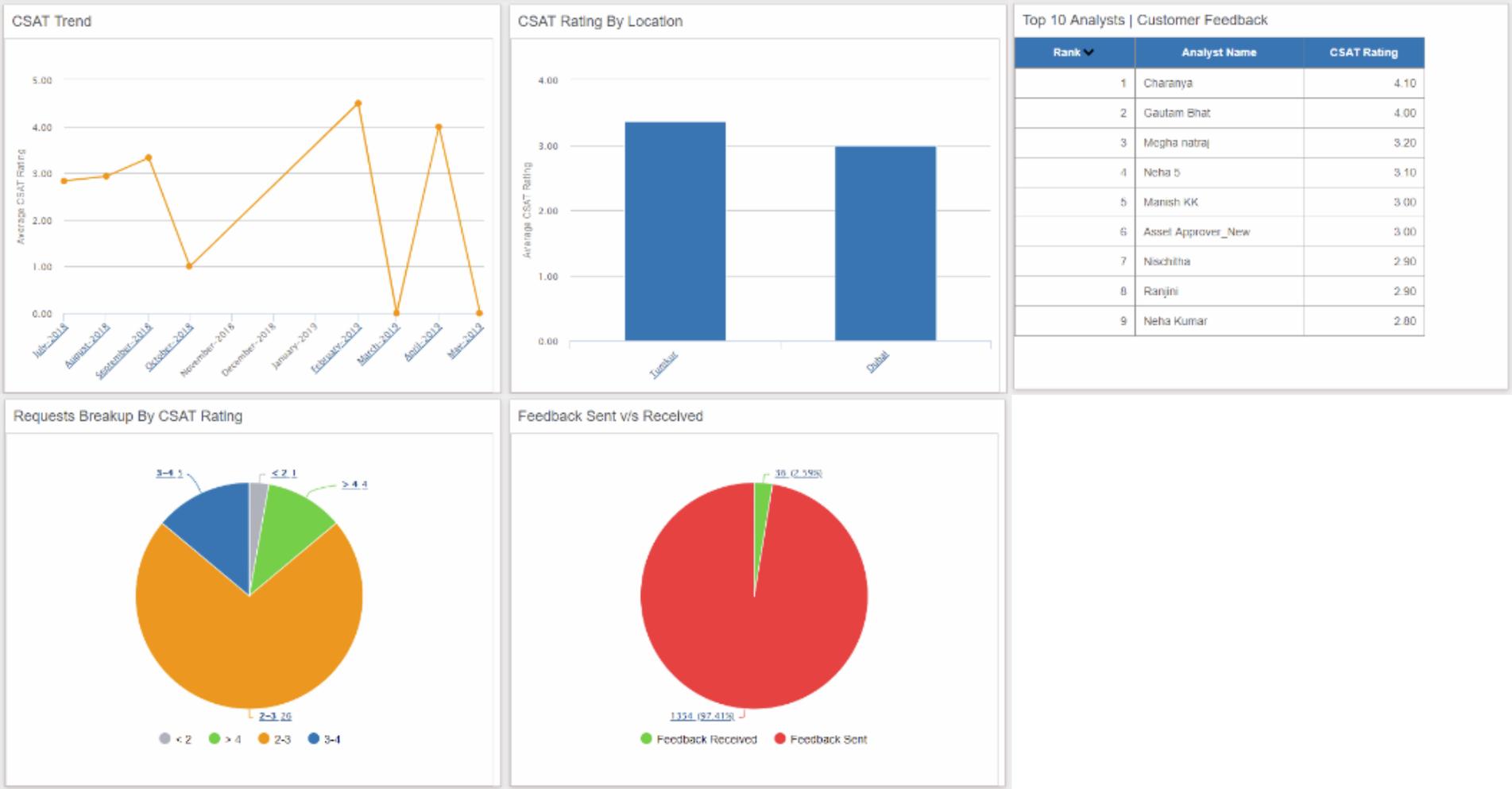
EXECUTIVE DASHBOARD - OVERVIEW



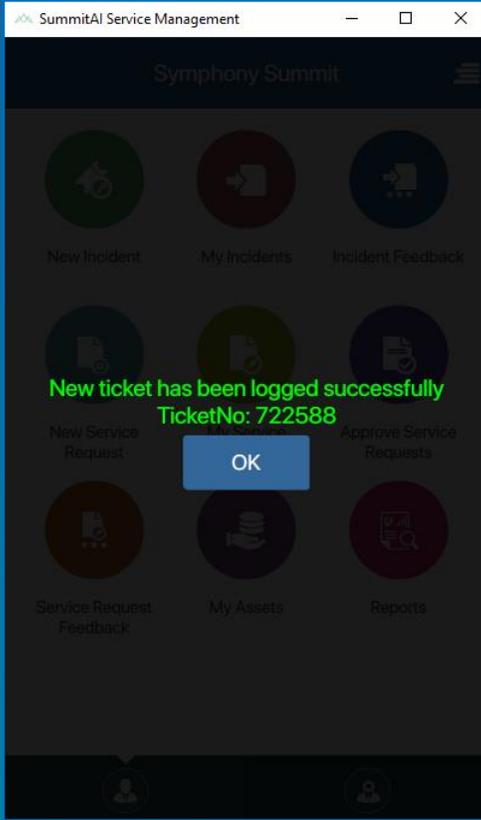
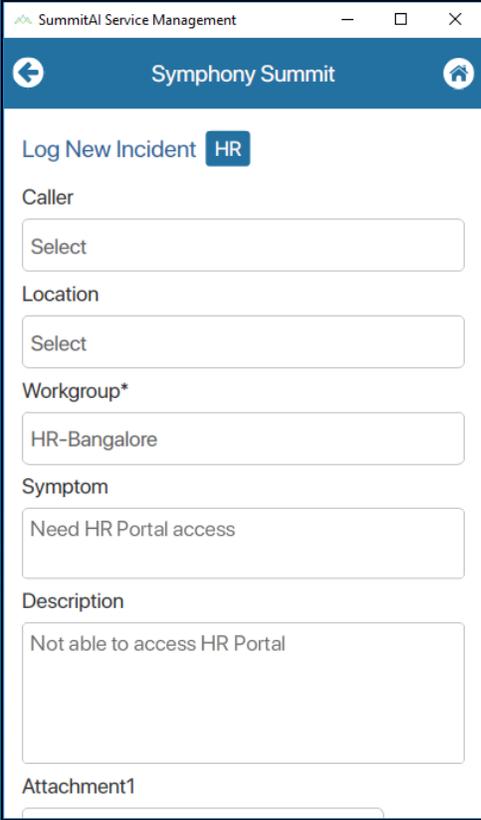
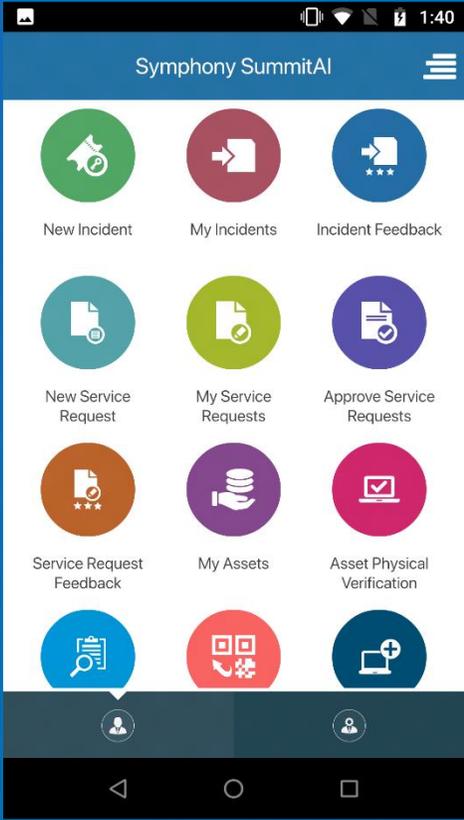
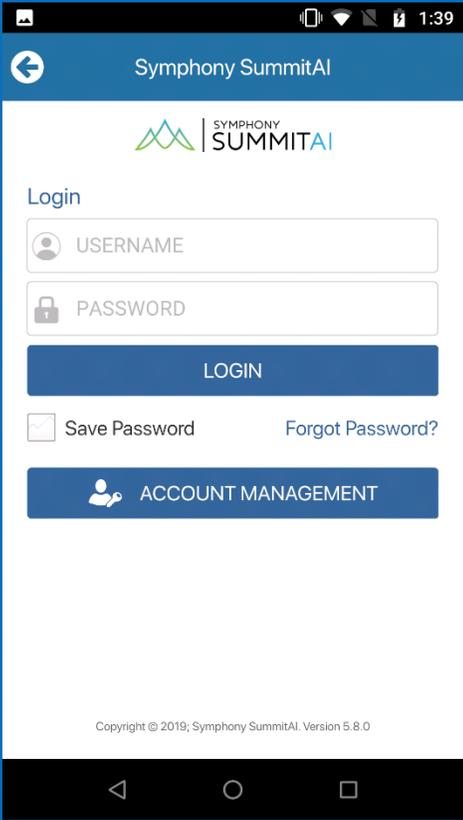
Incident Management		
51556 Open Incidents	50726 Open VIP Incidents	21 Open P1 Incidents
4.50 CSAT Rating	34 Pending Incidents	36.75 Mean Time to Resolve (Min)
3.00% SLA Compliance - Current Year	SLA Compliance - Current Month	SLA Breached - Current Month

Service Request		
905 Open Requests	4 Open VIP Requests	236 Requests Pending For Approval (Total)
3.06 CSAT Rating	4 Referred Back Requests	11.98K Mean Time to Resolve (Min)
50.00% SLA Compliance - Current Year	SLA Compliance - Current Month	SLA Breached - Current Month

EXECUTIVE DASHBOARD - OVERVIEW



MOBILE APP





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Welcome, Fredrick Norton
Start a new issue or request here:

Search Incidents, Requests, Or Knowledge Records. Log Issues/Requests.



Log Finance Case

Finance Queries



Request Finance Service

New Request



Solve It Yourself

Knowledge Records



View Assets

My Assets



Recent Issues

My salary is not credited	New
PF Amount not reflecting in th...	New
Payroll portal is not working	New
Not able to download IT Form	New
Reimbursement Issues	New

See All Issues

Recent Requests

Form 16A	New
Reimbursement Payment	New
Provident Fund	New
Payroll	New
Income Tax Returns	New

See All Requests

Bulletin Board

No Data

Your Feedback

We want to hear from you to help you better

15

Pending Incident Feedback

66

Pending Request Feedback