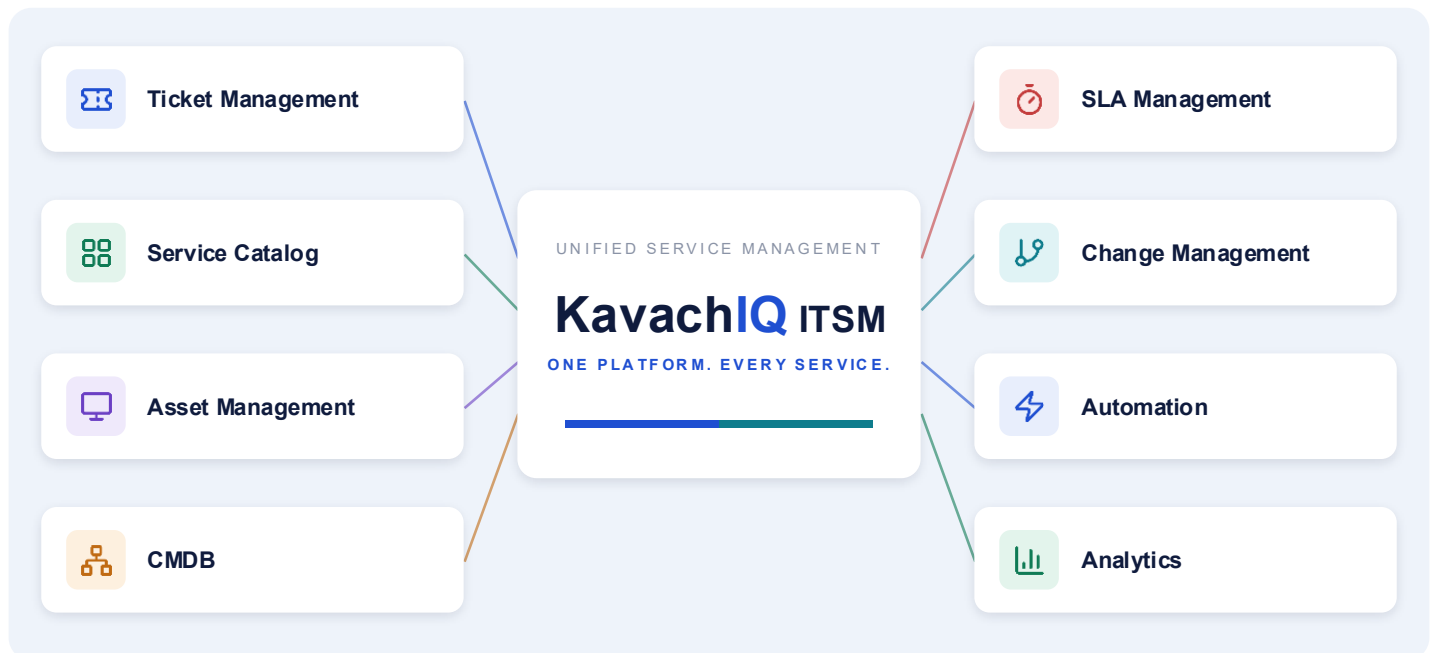


ENTERPRISE IT SERVICE MANAGEMENT

One platform. Every service. Complete IT visibility.

Manage incidents, requests, assets, changes and services from one intelligent ITSM platform.

KavachIQ ITSM brings incident management, service requests, asset management, CMDB, change management, service catalog, SLA management, automation and analytics into one unified service management platform.



Resolve Faster

Centralize incidents, requests and service issues with intelligent assignment, SLA tracking and escalation.



Manage with Context

Connect tickets with users, assets, services, configuration items, locations and business relationships.



Automate IT Operations

Use workflows, approvals, notifications, service catalog requests and automation to reduce repetitive IT work.

CENTRALIZED ITSM

ASSET-AWARE SERVICE MANAGEMENT

CONTROLLED IT OPERATIONS

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Everything your service desk needs.

Manage the complete IT service lifecycle from one centralized platform. Incidents, requests, problems and changes each follow their own process, while sharing the same users, assets, services and history.

Practice	Capabilities
 Incident Management Restore normal service quickly and keep users informed.	Incident creation Categorization Priority Impact Urgency Assignment Technician ownership Status tracking Comments Attachments Internal notes User communication SLA tracking Escalation Resolution Closure Complete ticket history
 Service Requests Fulfil standard requests through defined, approved workflows.	Request forms Request templates Service catalog integration Approval workflows Assignment Fulfillment tasks SLA Notifications Request tracking
 Problem Management Find and remove the underlying cause of recurring incidents.	Problem records Root cause analysis Known errors Related incidents Workaround Permanent resolution Problem lifecycle Knowledge article relationship
 Change Management Plan, approve and implement changes with controlled risk.	Change request Change type Risk assessment Impact assessment Approval Change planning Implementation tasks Change window Rollback plan Validation Closure Complete change history

FROM MONITORING ALERT TO REUSABLE KNOWLEDGE

KavachIQ ecosystem integration

When used with KavachIQ NMS, a monitoring alert can open an incident that is already linked to the affected asset and its CMDB relationships, then carried through problem, change and knowledge records.

1 KavachIQ NMS

 →

2 Monitoring Alert

 →

3 KavachIQ ITSM

 →

4 Incident

 →

5 Affected Asset

6 CMDB

 →

7 Problem

 →

8 Change

 →

9 Resolution

 →

10 Knowledge Base

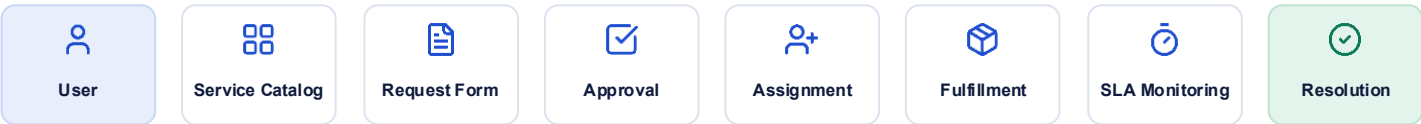
Shown as an architectural capability. Availability of specific integrations is confirmed during technical evaluation.

ITIL-ALIGNED SERVICE OPERATIONS

Incident, request, problem and change processes follow widely used ITIL service management concepts. Designed for enterprise IT service operations; no formal certification is implied.

Turn IT services into simple, measurable experiences.

Publish standard IT services, route each request through the right approvals and teams, and track response and resolution performance against defined service levels.



Service Catalog

Offer IT services as clear, orderable items. Each item carries its own form, approval path, fulfillment tasks and service level.

New Laptop

Software Installation

VPN Access

Email Account

Application Access

Server Access

New Employee Setup

Employee Offboarding

Password Reset

Network Access

Hardware Replacement

Example catalog items

SLA Management

Define service levels once and apply them automatically by priority, category or service.

SLA policies

Response SLA

Resolution SLA

Priority-based SLA

Category-based SLA

Service-based SLA

Business hours

Holiday calendars

SLA pause / resume

SLA breach detection

Escalation rules

SLA reporting

HOW ESCALATION WORKS

When a response or resolution target is about to be missed or is breached, escalation rules can notify owners, raise visibility or reassign the ticket.

SLA targets

ILLUSTRATIVE SLA EXAMPLE

Priority	Response Target	Resolution Target
Critical	15 minutes	2 hours
High	30 minutes	4 hours
Medium	2 hours	8 hours
Low	8 hours	2 business days

SLA CLOCK (EXAMPLE)

Logged

Resolution target

Responded

Paused (awaiting user)

Warning

Breach → Escalate

Values are illustrative, not product defaults. Service levels are configured by each organization.

Self-Service Portal

Give users one place to ask for help, find answers and follow progress without calling the service desk.

Create ticket

Track ticket

Service requests

Knowledge base

My assets

Approvals

Notifications

Request history

EXAMPLE USER VIEW

REQ · VPN Access

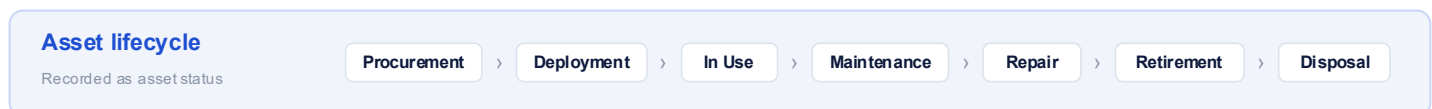
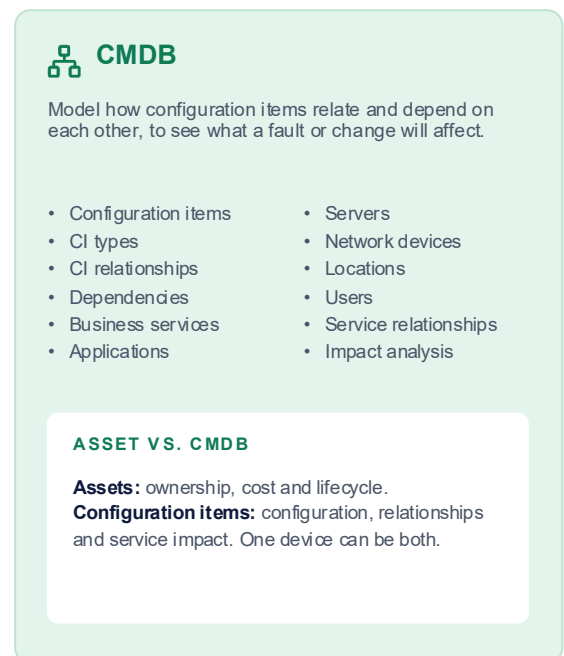
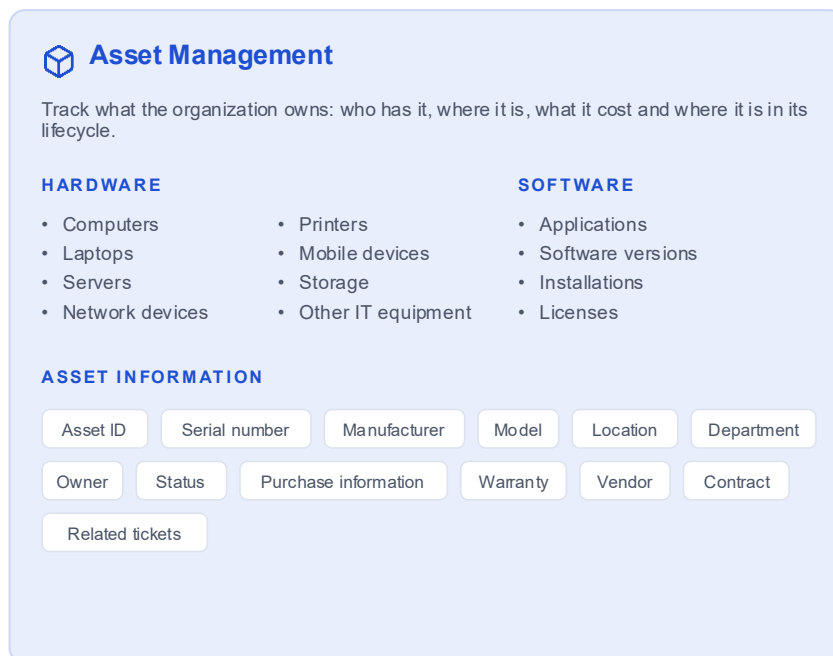
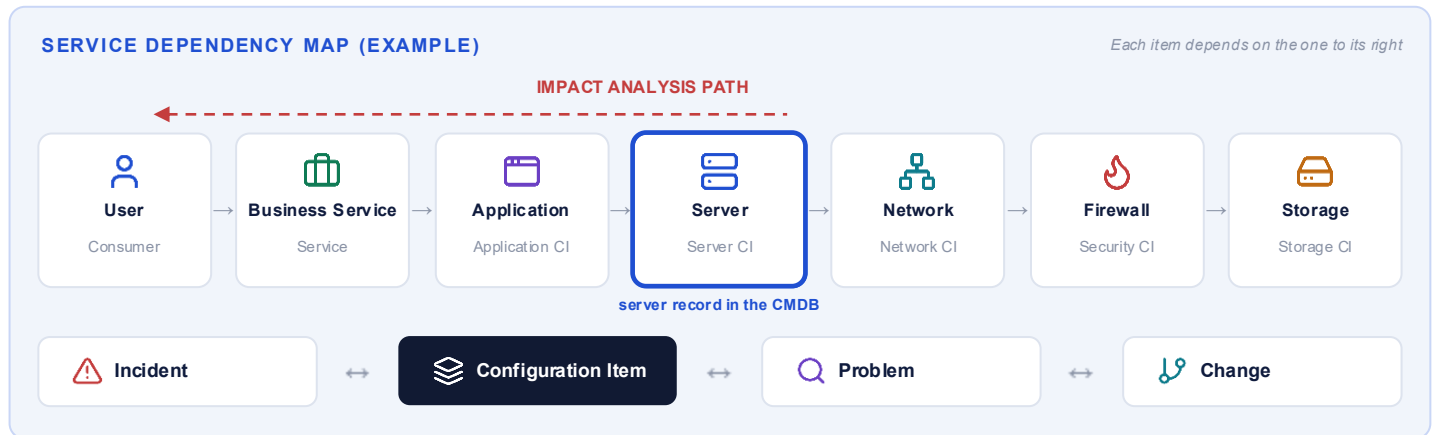
AWAITING APPROVAL

INC · Printer offline

IN PROGRESS

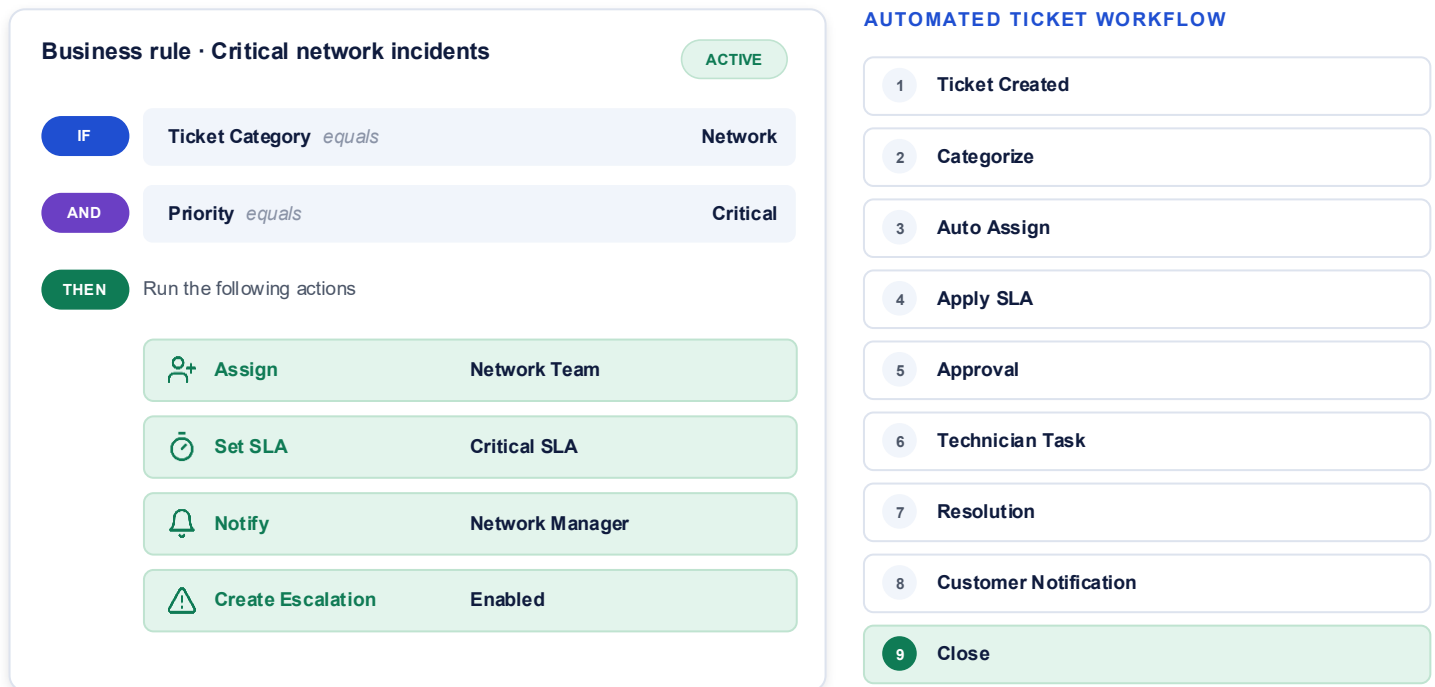
Connect every ticket to the technology behind it.

Link tickets to the assets, configuration items, services and users they affect.



Automate repetitive work. Standardize every response.

Automate assignment, approvals, notifications and escalation with configurable rules, and capture proven fixes as knowledge the whole team can reuse.



Illustrative rule. Conditions and actions are configured per organization.

⚡ Automation Capabilities

Apply consistent handling to every ticket, without manual triage for routine work.

- Business rules
- Assignment rules
- Workflow rules
- Approval workflows
- Notifications
- Escalation
- Scheduled automation
- Recurring tickets
- Auto categorization
- Auto assignment
- SLA actions
- Webhooks / integrations

📖 Knowledge Base

Build a governed library of answers for technicians and end users.

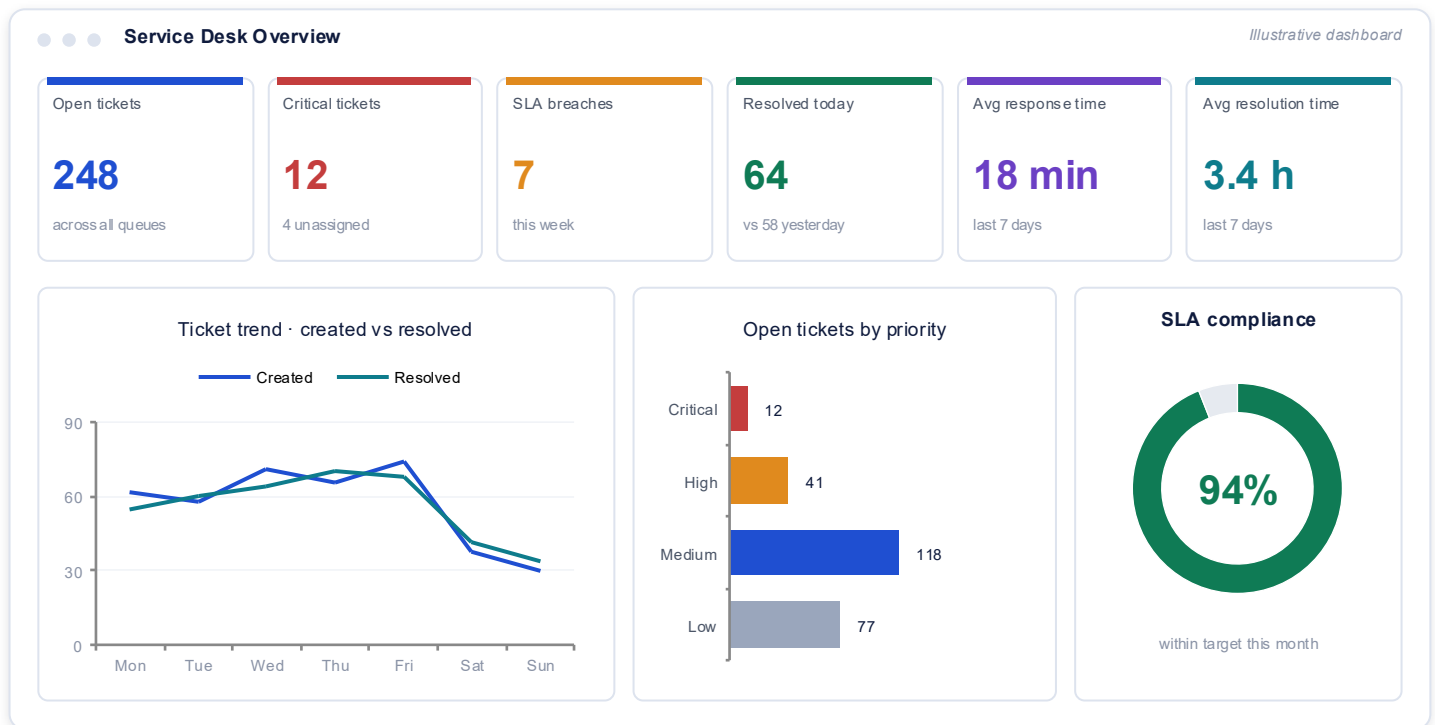
- Articles
- Categories
- Search
- Draft / Published
- Approval
- Versioning
- Attachments
- Related incidents
- Related services
- Internal knowledge
- Customer-facing knowledge

Reduce repeat incidents by turning solutions into reusable knowledge.

Resolve → Document → Approve → Publish → Reuse

From ticket volume to service performance.

Follow workload, service levels, assets and technician performance in live dashboards, and share structured reports with management.



Illustrative example with sample values, not live customer data or a product screenshot.

Service Desk Analytics

- Ticket volume
- Ticket trend
- Tickets by priority
- Tickets by category
- Tickets by department
- Tickets by technician
- Open vs resolved
- Aging tickets

SLA Analytics

- SLA compliance
- SLA breaches
- Response performance
- Resolution performance
- Escalation trends

Asset Analytics

- Total assets
- Assets by type
- Assets by department
- Assets by lifecycle
- Warranty status
- Software inventory
- License utilization

Technician Analytics

- Assigned tickets
- Resolved tickets
- Pending tickets
- Workload
- Response time
- Resolution time

MANAGEMENT REPORTS

Service desk report

SLA report

Asset report

Incident report

Problem report

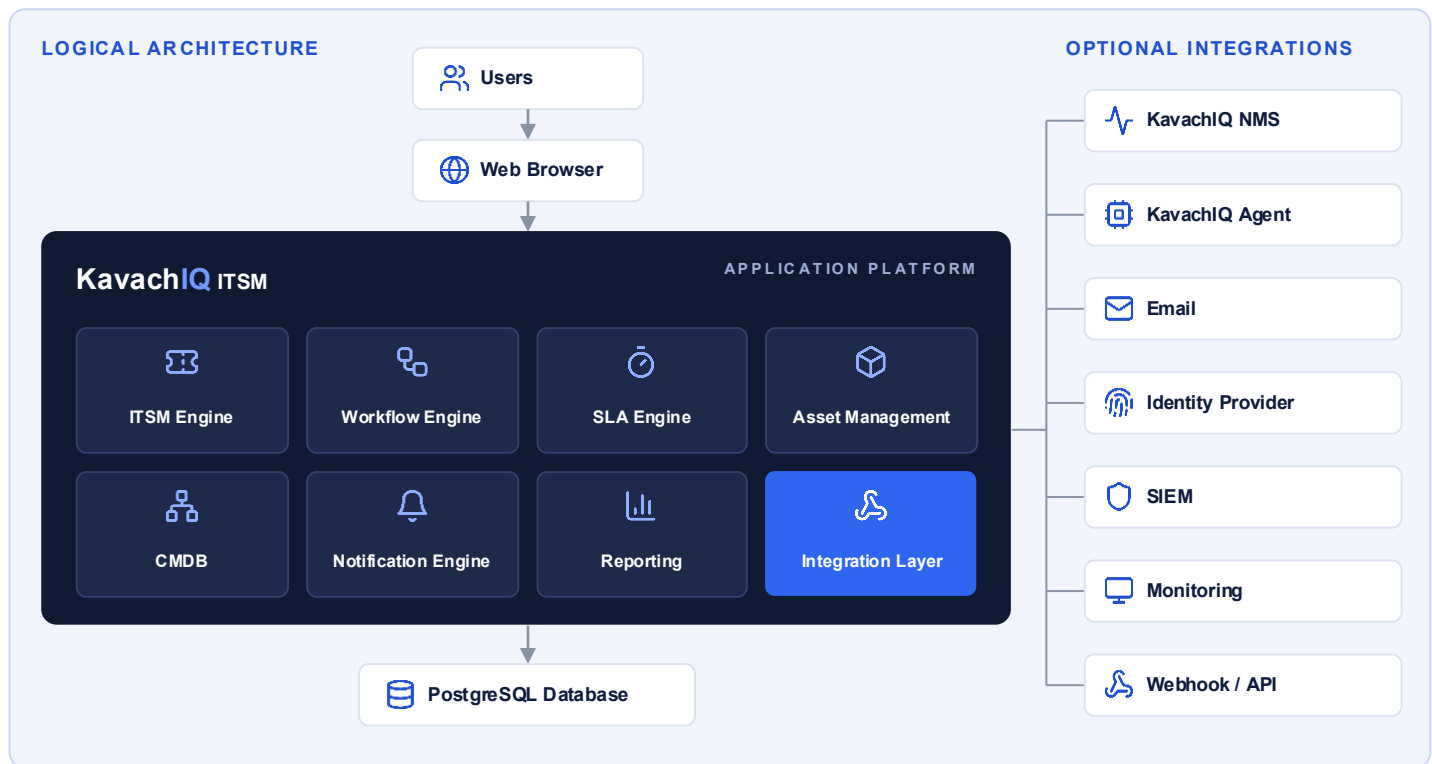
Change report

Technician report

Executive summary

Built for controlled enterprise service operations.

Run KavachIQ ITSM as a browser-based platform with role-based access, organizational separation, audit history and open integration points.



Access & Governance

- Organizations
- Departments
- Users
- Groups
- Roles
- Permissions
- Role-based access control
- Technician scopes
- Audit logs
- Activity history
- Secure authentication
- SSO integration
- API tokens

Multi-Organization

- Organization separation
- Department-level access
- Asset ownership
- Service ownership
- Technician scope
- Customer portal access

Security

- Role-based authorization
- Audit trails
- Protected credentials
- Secure API access
- Session controls
- Access logging
- Data protection



Deployment. Customer-hosted, with a cloud-ready architecture and browser-based access. Integrations with the KavachIQ ecosystem and third-party systems are optional; supported integrations, identity providers, hosting requirements and sizing are confirmed during technical evaluation.

The details, in one place.

A consolidated reference for evaluation and procurement teams.

Area	Specification
Product	KavachIQ ITSM
Category	Enterprise IT Service Management Platform
Deployment	Customer-hosted / cloud-ready architecture
Interface	Browser-based web console
Incident Management	Incidents, assignment, SLA, escalation, resolution and history
Service Requests	Request forms, templates, approvals and fulfillment
Problem Management	Problems, root cause, known errors and related incidents
Change Management	Change requests, approvals, planning, implementation and rollback
Service Catalog	IT services and request workflows
SLA Management	Response and resolution policies, business hours and escalation
Asset Management	Hardware, software, licenses, contracts and lifecycle
CMDB	Configuration items, relationships and dependencies
Knowledge Base	Articles, categories, search, approval and versioning
Automation	Business rules, workflows, notifications and escalation
Reporting	ITSM, SLA, asset, technician and management reports
Dashboard	Service desk, SLA, asset and operational dashboards
Access Control	RBAC, organizations, departments, groups and permissions
Audit	User activity and administrative audit history
Integration	REST APIs, webhooks, email and external systems
KavachIQ Integration	NMS, monitoring and KavachIQ Agent integration
Database	PostgreSQL
Frontend	React + TypeScript
Backend	Node.js + Express
Agent	KavachIQ Agent where applicable

Request a demo or technical evaluation

Discuss your service desk, catalog, asset estate and integrations. Confirm hosting, sizing and supported integrations for your deployment.

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Specifications summarise KavachIQ ITSM datasheet v1.0 and may change. Integration availability, hosting requirements and sizing are confirmed during technical evaluation.