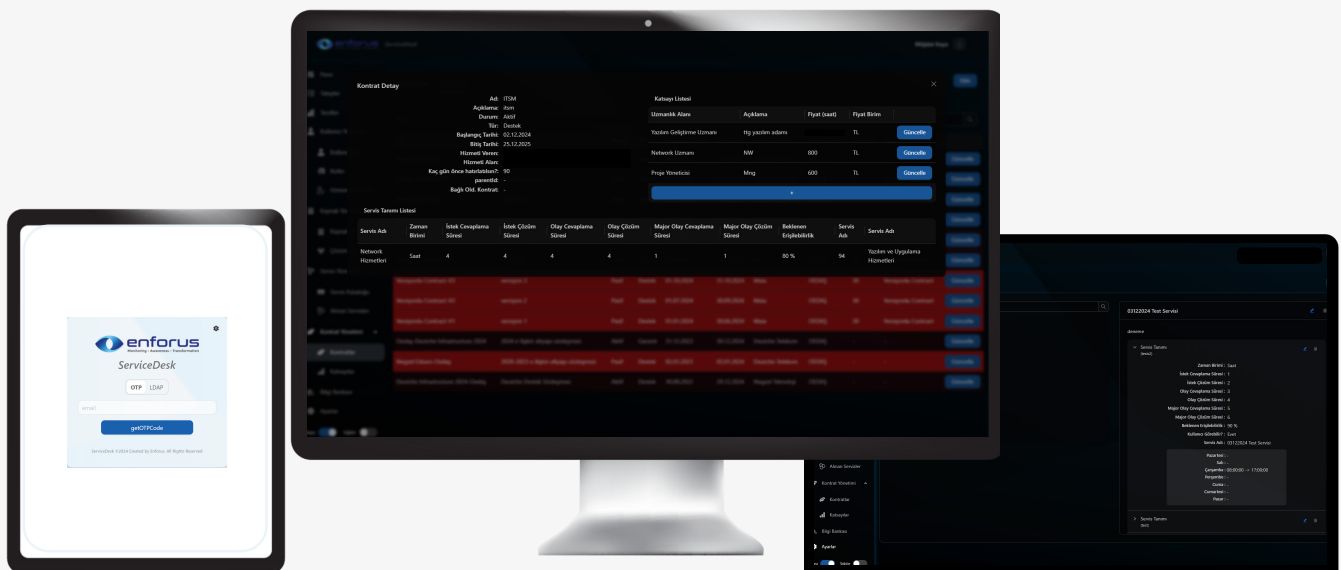


Simplify Service Management & Empower IT Operations with End-to-End Service Desk

Enforus Service Desk

Revolutionize IT service delivery with Enforus Service Desk, a cloud-based IT Service Management (ITSM) platform. Combining service desk functionality, IT asset management, CMDB, and AI-powered automation, it streamlines your entire IT operations.

Enforus Service Desk isn't just a help desk software— it's an intelligent system that predicts, prevents, and optimizes IT operations.



Service Desk **Benefits**

Enforus Service Desk is more than just another help desk software—it's an **end-to-end IT Service Management platform** that **seamlessly integrates with ITIM, APM, and NPM solutions** for proactive monitoring, faster root cause analysis, and a comprehensive view of your IT ecosystem.

Improve Service Quality

Deliver seamless user experiences by resolving tickets efficiently and streamlining **automated workflows** to consistently deliver high-quality service delivery across all departments **with a centralized knowledge base**.

- Strengthen cross-department communication.
- Faster issue resolution.



Scalable



Integration



User-friendly

Ensure Continuous Operations

Proactively address potential disruptions with **real-time incident tracking and AI-driven anomaly detection**. By resolving issues before they escalate, Enforus Service Desk minimizes operational downtime and maintains business continuity.

- Reduce downtime.
- Maximize resource utilization.

Proven Efficiency

Leverage intelligent resource management and automated workflows to shift focus from routine tasks to strategic initiatives and **achieve 30% efficiency***. With real-time insights, centralized dashboards, and AI-driven tools, Enforus Service Desk simplifies IT operations and empowers smarter, faster decision-making—driving productivity and innovation across your organization.

- Reduce complexity, manual tasks & effort.
- Achieve measurable efficiency across your IT team.

Scalable & Adaptable

Enforus Service Desk is built to grow with your organization. Its scalable architecture **supports multi-tenant and multi-domain environments**, adapting effortlessly to evolving IT demands, whether managing small teams or global enterprises.

Unified Service Operations

Streamline and manage all IT service operations from incident tracking to SLA management.

IT Asset Management

Track, allocate and manage all of your IT assets efficiently.

Knowledge Management

Empower both users and IT team members with a centralized knowledge base.

Dynamic Workflow Automation

Tailor workflows to match your business needs and automate repetitive tasks.

Real-Time Incident Monitoring

Monitor and resolve incidents in real-time with automated notifications & AI insights.

Multi-Tenant & Outsourced Support

Effortlessly manage multiple tenants and outsourced operations in a single platform.

Seamless Integrations

Tailor functionality to your needs through easy API integrations.

AI & Anomaly Detection

Leverage AI capabilities to detect anomalies early, correlate and resolve issues.

Comprehensive Reporting & Analytics

Gain actionable insights into IT operations with advanced analytics.

SERVICE DESK

Service Catalog Management
Asset Management
Knowledge Management
Request Management
SLA Management
Change Management

IT SERVICE MONITORING

IT Infrastructure Monitoring
Network Performance Monitoring
Application Performance Monitoring
Software Asset Management

HR

Employee Onboarding & Offboarding
Leave & Attendance Tracking

PORTAL

Partner Management
Deal Management
Managed Services

PROJECT MANAGEMENT

 2025 Q2

Workflow Automation
Resource Allocation
Performance Analytics

GOVERNANCE MANAGEMENT

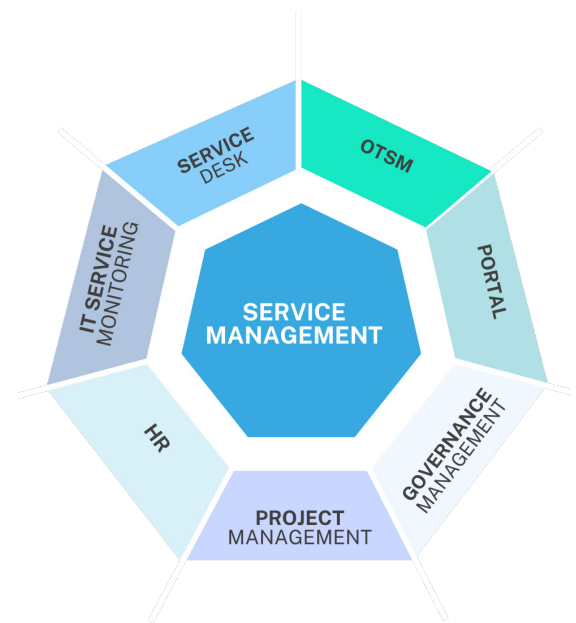
 2025 Q2

SOX
COBIT
ISO 50001 Energy Management
ISO 14001 Carbon Footprint Monitoring

OTSM

 2025 Q3

Energy Management System
Facility Management System
Manufacturing Operations Management System



Enforus Service Desk At a Glance

Enforus Service Desk streamlines IT operations by combining comprehensive service management, proactive monitoring, and AI-driven insights.

It enhances service quality, ensures operational stability, and empowers teams with real-time data and advanced analytics for continuous improvement and faster issue resolution.

Built on a **scalable, ITIL-compliant architecture**, Enforus Service Desk supports organizations of all sizes, from small businesses to global enterprises for a unified IT ecosystem. With a user-friendly interface and customizable workflows, the platform **ensures quick adoption and efficiency**.

Streamline, Automate & Empower Your IT Services

Enforus Service Desk is a **strategic partner in optimizing IT** operations. By uniting service management, asset tracking, and monitoring **into a single, intelligent platform**, it empowers organizations to deliver seamless services, reduce operational bottlenecks, and foster innovation.

Designed to simplify complexity and enhance collaboration, **Enforus Service Desk bridges** the gap between departments, delivering end-to-end visibility and efficiency gains across the entire IT ecosystem.



What do these companies have in common? They trust Enforus to take care of IT, as do many others.



Open APIs Seamless Integrations

NPM Tools | APM Tools | ITIM Tools | CMDB | APIs | Databases

