

Efficiency Redefined with ITSM Excellence

intelligeni
center



Standardize the ITSM processes

Improve the Service Desk resource efficiency with this Intelligent ITSM

Intelligeni Center is Microland's in-house built platform which helps in fueling customers' IT process standardization using intelligent automation. It is delivered as a cloud-based deployment solution.

It works by establishing standard processes for the various ITSM aspects in line with the ITIL standards. Intelligeni Center is not just an ITSM but also an IT service orchestration platform.

It offers various ITSM modules with all the standard out-of-the-box and custom reports. It tracks and improves key operations metrics such as ADIR, MTTR, Device/FTE reduction, etc. to drive productivity gains.

Why do customers use Intelligeni Center?



Auto-ticket cutting and Routing



Best Value for Money



In-built Ticket Correlation



Increased End User Experience

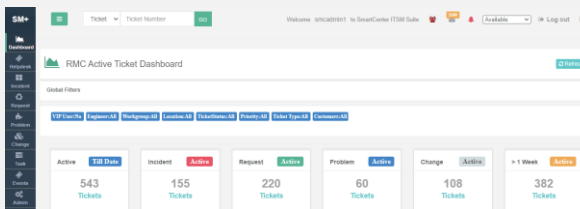


Powerful Visualization

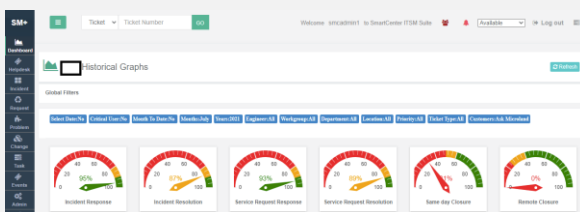
Few Views



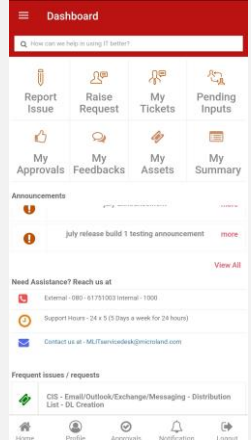
View from the engineer portal on the tickets in queue



View from the engineer portal on the historical SLA performance



View of the home screen of the end user mobile app



Core Features



Auto Ticket Cutting

Define rules which tracks the incoming alert, decide on ticket cutting, and do it automatically with zero human involvement.



Auto Ticket Routing

Intelligent auto ticket routing engine to workgroup or engineers based on skills, locations, priority, etc.



Correlate and Suppress

Intelligent alert correlation and suppression which cuts tickets only for the genuine and non-repetitive alerts.



Powerful and Limitless Visualization

Dashboards with 200+ out-of-the-box KPIs on the health of services being delivered with point-and-click.



Out-of-the-Box Integrations

The platform receives data from various monitoring tools, ITSMs, etc. in real-time. It has out-of-the-box plugins for various standard platforms.



Run Book Automation

End-to-end automation of incident and request tickets achieved by integration to bots.



Deployment Model

Cloud-based deployment solution deployed on Azure cloud.

Value to the Customer



Best Value for Money

Ownership costs at 10-20% of industry standard tools



End-to-End Automation

Resulting in 100% automation of the workflows for certain incidents and requests



Elimination of Silos

through correlation based real-time data analysis



Increased Efficiency

Through standardization of the processes defined as per ITIL standards

Intelligeni Center is part of the overall Intelligeni Automated Ops platform which is a key enabler for Microland's managed services offerings. The integrated platform comprises of Intelligeni Observe for observability, Intelligeni Bots for automated operations, and Intelligeni Insights for IT analytics.

About Microland

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value.

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