motadata

Motadata ServiceOps

Drive IT Through
Innovation

AI-Driven IT Service Management to Align, Automate and Accelerate Digital Transformation
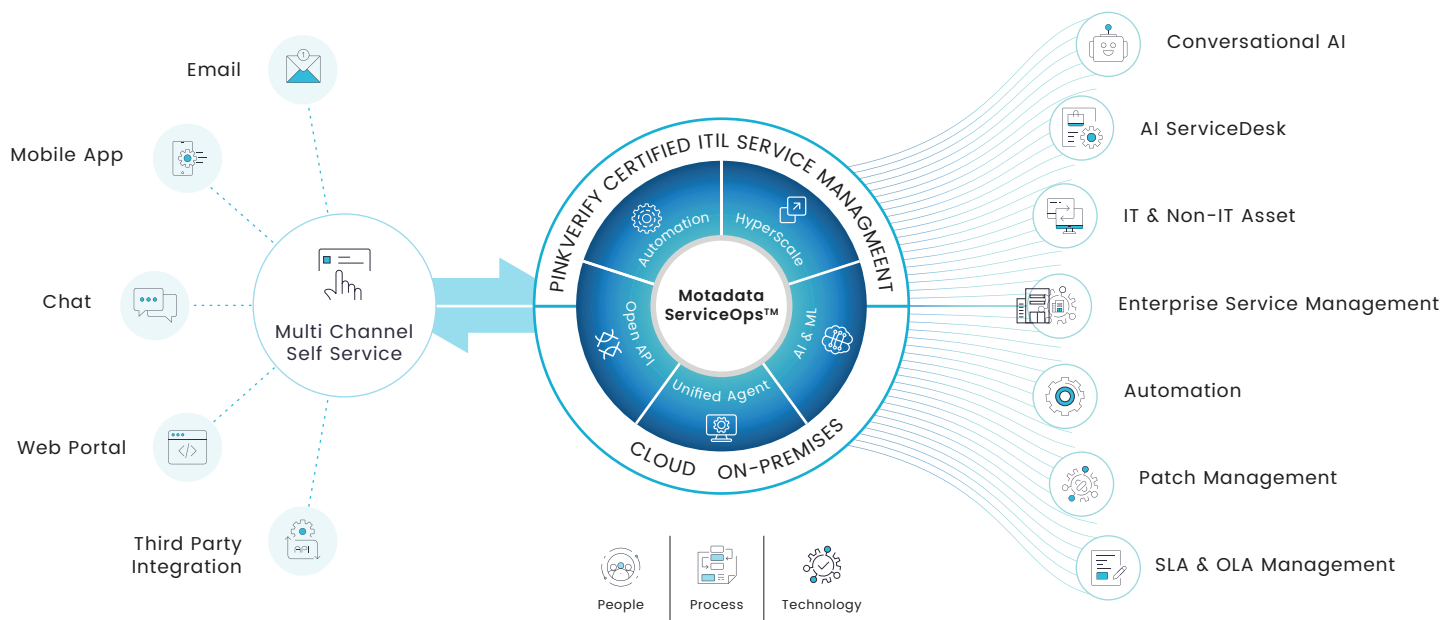
ServiceDesk | Patch Manager | Asset Manager

Every Event Counts

Motadata ServiceOps Platform

Motadata ServiceOps is an ITIL compliant IT Service Management platform built on DFIT™ (Deep Learning Framework for IT Operation). It is an AI-enabled platform that empowers IT organizations to rapidly adopt changes across People, Processes, and Technology to significantly improve service delivery in the era of digital transformation. Motadata ServiceOps, a unified platform, includes PinkVerify certified Service Desk, Asset Manager, and Patch Manager to streamline business processes across the organization without needing for third-party tools.

ITIL Aligned Processes

- Asset Management
- Knowledge Management
- Availability Management
- Problem Management
- Request Fulfillment
- Change Management
- Service Catalog Management
- Incident Management
- Release & Deployment
- Event Management

Get most out of
IT Operation

85% Improvement in **Resolution Time**

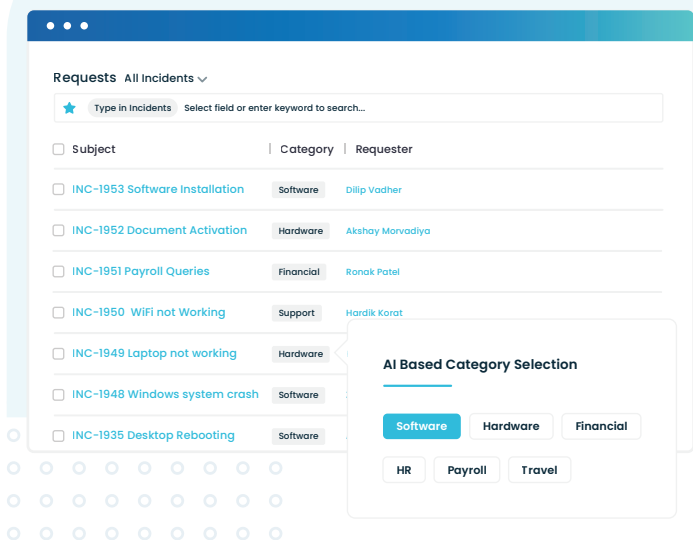**72%** Improvement in **Customer Satisfaction**

25% Reduction in **Operational Cost**

Motadata ServiceOps Service Desk

Motadata Service Desk is PinkVerify Certified ITIL software that leverages DFIT™ to enhance customer experience through AI-enabled Digital IT Service Management. Motadata Service Desk provides proactive support through a virtual agent to improve the service desk adoption and speed up the digital transformation.

Key Features

- AI-based Ticket Categorization
- OOB ITIL based Automation Workflow
- AI-Driven Technician Workload Management
- Conversational AI – Chatbot for Self Service
- Bot framework for custom integration
- Dynamic Form Rules for Service Catalog
- Multi-Channel Self Service
- Multi-language Support
- Mobile App for Requester and Technician

Discover true Potential with Virtual Agent

Conversational AI

Design, Build and Launch intend based story with ease

Increase customer & Employee experience with always available virtual bot

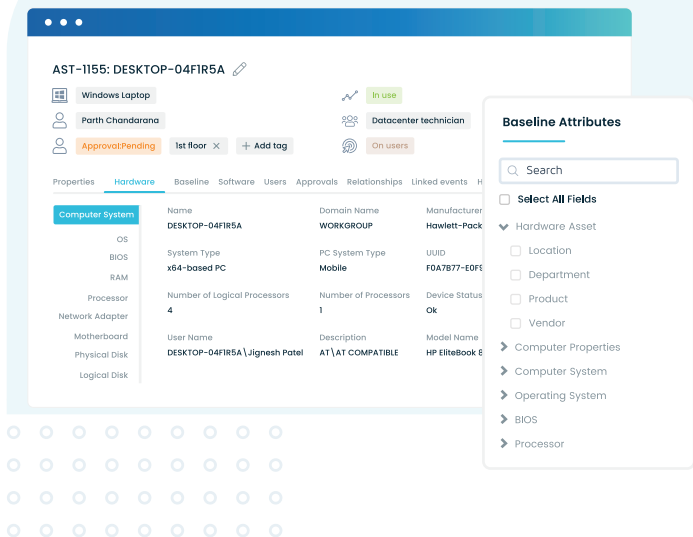Automate Routine tasks without manual intervention by Automation Bot

Motadata ServiceOps Asset Manager

Motadata ServiceOps Asset Manager is an ITIL compliant PinkVerify Certified ITAM solution that helps organizations to automate the end-to-end life cycle of both IT and Non-IT assets distributed across different geo-locations. Motadata Asset Manager provides greater flexibility to ensure compliance and tracking of Hybrid assets from a single platform. It improves ROI by Automating routine Asset Management tasks.

Key Features

- Agent and Agent-less Automated Asset Discovery
- IT & Non-IT Asset Catalog
- Hardware and Software Asset Management
- Built-In Multi-Function Remote Desktop
- Configuration Management Database – CMDB
- Purchase and Contract Management
- Automatic Uninstallation of Prohibited Software
- Asset Movement and Gate pass
- Policy-Driven Automated Asset Baseline
- Software and Hardware compliance Management
- Compliance & Audit Reports with Report builder

Revolutionize Investment Strategy with
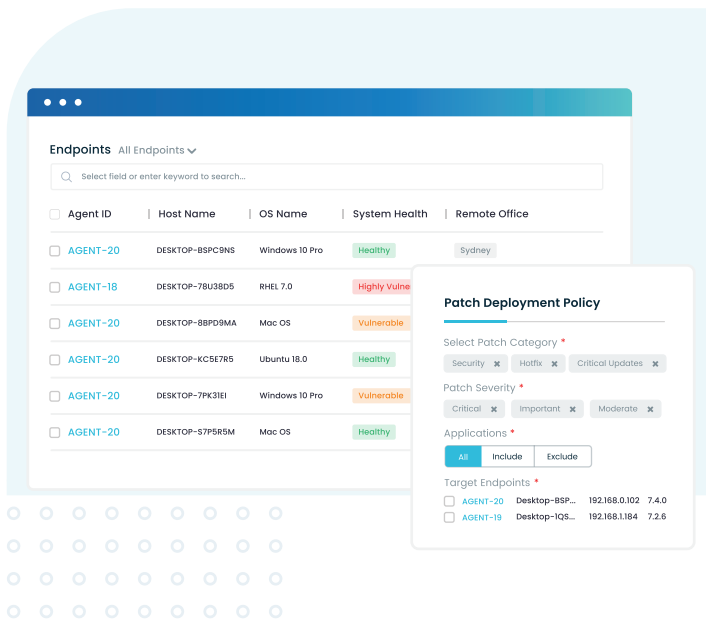
IT Asset Management

Reduced overhead cost through a comprehensive, automated asset lifecycle management

Foster deeper insights into your organization's assets for better ROI

Improve compliant with corporate security policies and regulatory requirements with Asset Baseline

Motadata ServiceOps Patch Manager

Motadata ServiceOps Patch Manager is designed to help organizations to manage and streamline the patch management life cycle. Patch Manager automatically scans, detects, analyzes, and remediates all vulnerabilities across workstations and servers to ensure compliance centrally.

Key Features

- Automated End Point Scanning
- Policy based Automated Patch Deployment
- Built in Patch Testing and Approval Workflow
- Patch Rollback/Uninstallation
- OOB Patch Compliance Report
- Software Package Deployment
- Remote Configuration Setup via Registry
- Cross-Platform Patching

Automated Vulnerability Remediation with

Patch
Management

Effortlessly fix functional bugs and security flaws in the geographically distributed endpoints

Improve security and Minimize downtime by proactively remediating security flows in Workstation and Server

Make you IT infrastructure susceptible to cyber-attack and to reduce risk

About Company

Mindarray Systems Pvt. Ltd. is a global IT product company that offers IT operation management solutions under the brand name Motadata consisting of Motadata AIOPs and Motadata ServiceOps Platform which is built on a Deep Learning Framework for IT Operation (DFIT™) to increase efficiency and reduced the operational cost.

Motadata solutions utilize AI and ML to automatically correlate the metric, flows, logs, and events and turn them into actionable insights to reduce downtime and deliver true value to the investment.

Gartner®

Recognized Market Guide for Network Automation and Orchestration 2020

Network Automation And Orchestration

Deloitte.

Winner last 3 consecutive years - Tech Fast50 India & Fast500 APAC

Tech Fast50 India & Fast500 APAC

IDC

Recognized as Notable Vendor in software market report

Network Monitoring Space

RADWIN | UNITED ARAB BANK | 7 ELEVEN | kotak Securities | MHRD Ministry of Human Resource Development Government of India | Union Bank of India

airtel | vodafone | HDFC Life Sar utha ke jiyo! | KANSAI NEROLAC PAINTS LIMITED | JUBILANT FoodWorks | KOPETRO

Improve IT operation by 80%
Motadata AIOps

Network Observability
Infrastructure Monitoring
Log Analytics
Network Automation

BY INDUSTRY

BFSI
Government
Smart Cities
Education
Manufacturing
Retail
Healthcare

BY TEAM

HR
Travel
Facilities
Finance

BY USECASES

Enterprise Service Management
HelpDesk
Hybrid IT Monitoring
Cloud Monitoring
Data Center Monitoring
Asset Tracking
Software License Management

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