ANOMNY Technologies Pvt. Ltd.	ANOMNY ITIL-Compliant Helpdesk — Product Datasheet AJV-SOF-HD-001	Anomny THE DATACENTER EXPERTS

ANOMNY

ITIL V3/4-Compliant Helpdesk

Centralized · Auto-Escalated · DCIM-Integrated · 24×7

Incident, Service Request & Change Management | Asset CMDB | Knowledge Base

Make & Made In INDIA

The AJEEVI Helpdesk is the nerve centre for Data Centre technical support — a single point of contact for hardware, software, network and facility incidents, service requests and change management. Built on ITIL V3/4 best practices with an integrated CMDB asset module, it auto-generates incidents from DCIM, BMS, ACS and CCTV alerts, enforces SLA-based escalation, and maintains a full audit trail for compliance.

24x7	ITIL V3/4	40+	AI-Linked	100%
Operations Coverage	Compliant Framework	CMDB Asset Fields	DCIM/BMS Auto-Incidents	Audit Trail

A Centralized Issue Management

Single Point of Contact

- Acts as the single point of contact for all IT and Non-IT incidents and service requests across the Data Centre
- Logs, tracks and prioritises tickets for hardware, software, network and facility issues
- Multichannel ticket intake: email, chat, phone and web portal for internal teams and external clients

Escalation & Routing

- Auto-escalation on time-defined, configurable rules by priority level
- Automatic category assignment (technical, billing, general enquiry) with routing to the correct support team
- SLA-based prioritisation by urgency and impact — e.g. high priority for system outages

B Service Request, Incident & Change Management

Ticketing & SLA

- Logging of Service Requests, Incidents and Change Requests with full lifecycle tracking
- Automated ticket routing to right support teams with SLA tracking for response/resolution times
- Reusable templates for recurring service requests and maintenance tasks

Change Approval & Audit

- Change request review, rejection and approval workflow with email notifications at every state change
- Moves, Adds, Changes (MAC) tracking by date and owner
- Complete audit trail of all support activities — work orders, MAC changes and asset updates

C CMDB & Asset Inventory Module

Integrated Configuration Management Database (CMDB) maintains a complete, queryable record of every IT and Non-IT asset with 40+ attributes, including (but not limited to):

Location & Identity

- Area, Rack Number, Row Number, Enclosure/Chassis Serial Number

Technical & Lifecycle

- Host Name, IP Address, OS, Processor Type/Count, RAM Capacity, HDD Count & Capacity, Physical/Virtual flag

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- Asset Name, Manufacturer, Model, Serial Number, Asset Category & Type
- Location Name, Status, Asset Lifecycle Status, Owner, Asset Custodian
- Purchase Order ID & Date, Invoice Number & Date, Dates of arrival, go-live and last update
- Warranty & AMC start/end dates, Retention Period, Asset Criticality & CIA rating, Risk Assessment Status, Hosted Applications

D Knowledge Base & Self-Service

Knowledge Base

- Central repository of solutions to recurring problems for faster resolution
- Self-service options empower technicians and end-users alike
- Searchable articles linked directly from ticket categories

Operational Continuity

- Minimises downtime through quick response to outages or anc
- Supports proactive monitoring and predictive analytics to prevent disruptions
- Performance analytics: ticket volume, resolution time and customer satisfaction tracking

E DCIM, BMS, ACS & CCTV Integration

Auto-Incident Generation

- Auto-generates incidents from DCIM, BMS, ACS and CCTV alerts in real time
- Tight integration with DCIM 'Manager of Managers' view for cross-system root cause analysis
- Incident and request-based ticketing extended to manpower management

Open Integration Framework

- Open framework integration via SNMP v3, Web Services, SOAP/XML APIs and direct DB-level access
- No additional cost for integration with third-party tools or applications
- Optional manpower management extension available

F Compliance, Security & Standards

Standards Compliance

- ITIL V3/4-compliant process framework across incident, request and change management
- Maintains audit trails of all support activities aligned with ISO and HIPAA-class data protection standards
- CERT-IN compliant and cyber-hardened — no additional OS, DB or AV tool required

Access & Reporting

- Admin to View-Only RBAC user accounts with unique login credentials
- SSL/SSH authentication over HTTPS/HTTP
- Status reports for work orders, changes and SLA performance, exportable for executive review

Why ANOMNY Helpdesk?

- Single pane of glass for Incidents, Service Requests, Changes & CMDB
- Native auto-incident integration with DCIM/BMS/ACS/CCTV — no middleware needed
- ITIL V3/4-aligned, CERT-IN compliant & cyber-hardened
- Open protocol architecture — no vendor lock-in, no extra integration cost
- Made in India — local R&D, support & delivery
- Free upgrades and no additional licence costs

Get in Touch

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