

OXARI



OXARI is a professional ITSM class ServiceDesk system that is ITIL-compliant and enriched with a toolset needed by IT teams. The system can be managed and operated using any web browser. It also allows you to design all the user interface components by yourself.

LIST OF FEATURE SETS OF THE OXARI PLATFORM

OXARI ServiceDesk (SD): Ticket Management and Handling



With OXARI ServiceDesk you can register and then handle any incident or request service ticket. You can assign an account manager (engineer), transfer the ticket to a selected support line, change its status or priority, and send email notifications. OXARI allows you to design a minimalist end user interface. The configuration can include ticket categories, workflows, and queues, SLA and SLA definitions, knowledge base, announcements, rules, and user access levels. OXARI ServiceDesk flexibility enables you to provide support services to both internal users (in IT department <-> user model) and external customers (service provider <-> customers model).

OXARI Configuration Management Database (CMDB)



CMDB is a collection of information on the components that make up the IT infrastructure. The basic database object is a Configuration Item (CI). Selected CMDB CIs are linked together by relationships to form the services supported by the organization's IT department (e.g. email or ERP). Examples of Configuration Items include: servers, switches, and storage arrays. CIs also include all kinds of software, from operating systems and databases, to applications. Employees and their associated roles and permissions are also part of the CMDB.

Automated data sources constitute an important component of a professional CMDB system. They enable rapid identification of individual configuration items (CI Asset Discovery). The data sources for OXARI CMDB system can include network scanners, system agent applications (Windows, Android), directory services (Active Directory/OpenLDAP), data importers, and external integrations. As a component of OXARI, CMDB is closely linked to ServiceDesk, supporting the processes of incidents and problems handling as well as change management.

WHAT WE DO

CONSULTING

WE ANALYSE YOUR CURRENT INFRASTRUCTURE PROCESSES AND WE SHOW YOU THE OPPORTUNITIES AND BENEFITS OF IMPLEMENTING A UNIFIED MANAGEMENT SYSTEM.

PRESENTATION, DEMO, POC

YOU CAN BOOK THE SYSTEM DEMO OR WE CAN PROVIDE YOU WITH ACCESS TO THE FULL OXARI FUNCTIONALITY IN THE CLOUD OR AS A DEDICATED INSTALLATION IN YOUR ENVIRONMENT.

IMPLEMENTATION AND TRAINING

THE IMPLEMENTATION IS CARRIED OUT BY AN EXPERIENCED TEAM OF DEVELOPERS ACCORDING TO AN AGREED SCHEDULE AND SCOPE. REGULAR USER TRAINING SESSIONS COME STANDARD WITH THE IMPLEMENTATION.

POST-IMPLEMENTATION SUPPORT

OUR CONSULTANTS ARE ON STANDBY AT THE PRODUCTION LAUNCH OF THE SYSTEM. REAL-TIME ANALYSIS OF THE WORKFLOW AND WORK LOGIC ALLOWS FOR RAPID RESPONSE AND CHANGE IMPLEMENTATION.

TECHNICAL SUPPORT

WHEN THE SYSTEM IS IMPLEMENTED, YOU ARE GIVEN ACCESS TO OUR TECHNICAL SUPPORT TEAM, ENSURING THAT SERVICE TICKETS ARE PROCESSED WITHIN THE FIXED TIME LIMIT.

OXARI Knowledge Base (KB)



The OXARI system's knowledge base creates a working space for knowledge sharing within your organization. The application allows you to manage both public and private article databases and share them with the selected user groups. You can create any number of separated groups of articles (knowledge bases). They are most commonly used to provide technical information (use cases, application and device configurations) for end users displayed as available solutions when registering a service request.

OXARI Asset Management (AM)



OXARI Asset Management module allows you to keep records of broadly defined IT assets and other types of assets you may create. It is most commonly used to manage the IT equipment handed over to a user, but the system's architecture enables you to record any of your organization's assets (building infrastructure equipment or medical devices). Each asset has a list of defined attributes with the ability to add custom definitions. The system allows you to link the selected resource, using relationships with the link history. The module's configuration also allows you to design your own protocols for assets transfer, return, or decommissioning. The system supports barcodes and RFID.

An asset can be assigned any file or scanned document written to a file (such as .pdf) and a set of attributes describing it (such as the invoice number). The system allows you to model any type of document, defining the appropriate numbering and characteristics. The document management module also includes a rule-based alert mechanism and a report wizard.

OXARI Mobile Devices Management (MDM)



OXARI MDM is a mobile devices central management system. The information on the registered devices is provided by a dedicated MDM agent installed on Android systems. The main panel lists the registered devices (name, model, serial number) and allows you to perform remote operations using the web interface. The MDM agent sends information on the device's location as well as hardware and system parameters.

The administrator has the ability to remotely wipe or lock a device (e.g. in case of theft or loss), view the screen, and send a message directly to the user's screen. Setting up the MDM agent comes down to scanning the dedicated QR code on the ServiceDesk user portal. The system allows you to analyze the registered devices by model, manufacturer, and operating system version.

SYSTEM FEATURES

USER MANAGEMENT

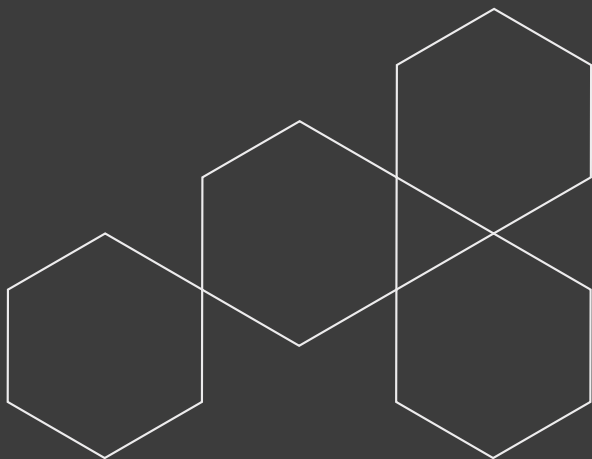
ROLES AND PERMISSIONS SYSTEM

WEB INTERFACE

FLEXIBLE REPORTS

RULES-BASED MANAGEMENT

TEMPLATE WIZARD



OXARI REQUIREMENTS

Thanks to its architecture, the system can be run in a SaaS/Cloud model or installed on your infrastructure. The configuration can work in tandem with a commercial database (Microsoft SQL Server) as well as with an open source PostgreSQL database in a Linux environment.

Company's directory service synchronization mechanism is an integral part of the solution that reads user accounts and organization structure information. An Active Directory connection also allows users to automatically log in to the OXARI panel.

INSTALLATION ENVIRONMENT:

OS: WINDOWS SERVER OR LINUX (UBUNTU, CENTOS, OR DEBIAN)

DB: MS SQL SERVER OR POSTGRESQL



OXARI IN NUMBERS

20+

years of experience

1546

clients

6300

system users

99.9%

technical support SLA

THEY TRUSTED US



SOFTWARE COMPANY



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