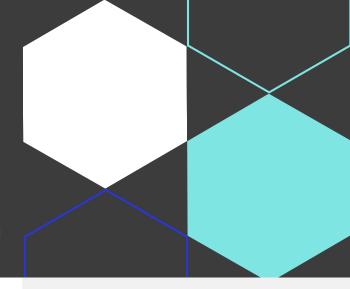# OXARI

TRANSFORM YOUR IT OPERATIONS WITH A TAILORED ITSM SOLUTION

- Designed for excellence, built on best-in-class ITIL practices.
- Stay compliant and secure - platform is fully aligned with the NIS2 directive.
- Smart automation and seamless AI-powered integration?—yes, we've got it!

How effectively are you registering and managing service requests within your organization?

Would you like to replace outdated paper forms with secure, digital approval workflows?

Do you need a centralized database of hardware and services with a clear, visual map of your IT infrastructure?

How much time could you save by automating asset inventory and streamlining database and documentation management?

Are you looking for a way to take full control of your organization's mobile devices with seamless remote management?

OXARI IS THE ANSWER

A COMPREHENSIVE ITSM PLATFORM DESIGNED TO STREAMLINE PROCESSES, ENHANCE SECURITY, AND PUT YOU IN FULL CONTROL OF YOUR IT ENVIRONMENT.

CONSULTATIONS

- We assess the ongoing processes within the client's infrastructure and outline the opportunities and advantages arising from the implementation of a unified management system.

PRESENTATIONS AND PROOF OF CONCEPT

- We offer personalized demonstrations of the system and grant access to the complete functionality of OXARI, available either as a cloud-based solution or as a dedicated installation within the client's environment.

IMPLEMENTATION AND TRAINING

- The implementation process is executed by a skilled team of engineers in alignment with the predetermined schedule and scope of activities. The implementation standard includes user training conducted during thematic, cyclical meetings.

POST-IMPLEMENTATION ASSISTANCE

- Our consultants are prepared for the production launch phase of the system. Analyzing the workflow and logic in real time facilitates prompt responses and adjustments.

TECHNICAL ASSISTANCE

- With the implementation of the system, the client gains access to a technical support team that guarantees service requests are processed within the agreed timeframe.

OXARI ServiceDesk

- Registration of any service request pertaining to an incident or service matter.
- Management of the process and response time for requests by user support teams
- Planning and overseeing the approval process for all procedures within the organization

OXARI Configuration Management Database

- Centralized repository of information regarding the components constituting the IT infrastructure
- Establishing connections among configuration items (CIs)
- Effective management of IT services entails monitoring modifications within the infrastructure
- Analysis of the effects of incidents on the operations of essential services

OXARI Asset Management

- Systematic documentation of various resources accompanied by an analysis of the present location
- Monitoring active devices, reviewing connection history, and optimizing current resources. Overseeing the process of resource issuance and return

OXARI MDM

- Centralized management and documentation of corporate mobile devices
- Remote application installation, device locking, screen preview, and transmission of system notifications
- Analysis of device location history
- User data backup