

# One system for every request, asset, and workflow.

Unify service desk, asset management, and workflow automation on one ITIL-compliant platform. WinVibe helps teams resolve faster, automate routine work, and see the true state of every service.



## OVERVIEW

### When your tools create more work than they remove.

Service teams rarely fail for lack of effort. They fail because the work is spread across disconnected tools — one system for tickets, another for assets, a spreadsheet for approvals, and email for everything else.

The result is friction that compounds. Requests wait for manual routing. Technicians rebuild context that already exists elsewhere. Assets go untracked until an audit finds them, and leadership has no reliable view of service health.

WinVibe's service management platform brings these functions together. Built on ITIL practice, it unifies service desk, IT asset, and workflow management in one system, giving teams a single view of incidents, requests, changes, and problems. AI-assisted triage and alert correlation handle the routine work, so people spend their time on the exceptions.

## ARCHITECTURE

### One platform. Four connected layers.

#### Engagement Layer — Multi-Channel Intake

Email, self-service portal, phone, and mobile app, with knowledge management and contextual search.

#### Service Layer — ITSM Lifecycle

Incident, problem, change, release, and service-request management with a configurable service catalog and SLA policies.

#### Automation Layer — Workflow & Intelligence

Drag-and-drop workflow design, multi-level approvals, SLA-driven escalation, and AI-assisted anomaly detection and alert correlation.

#### Asset & Integration Layer — CMDB & Connected Systems

Asset lifecycle, discovery, license and patch management, integrated with NMS/EMS, ERP, HRMS, and collaboration tools through REST APIs.

## WHY SERVICE MANAGEMENT

| CAPABILITY             | WINVIBE SVC MGMT                     | BASIC HELP DESK | SEPARATE TOOLS           | EMAIL & SHEETS |
|------------------------|--------------------------------------|-----------------|--------------------------|----------------|
| Scope                  | ITSM, asset, workflow unified        | Ticketing only  | Integrated at extra cost | None           |
| Process model          | Full ITIL lifecycle                  | Incident only   | Varies by tool           | Ad hoc         |
| Automation             | Visual workflow and approvals        | Basic rules     | Tool-specific            | Manual         |
| Asset visibility       | CMDB with active discovery           | None            | Separate database        | Spreadsheet    |
| Intelligence           | AI anomaly detection and correlation | None            | Limited                  | None           |
| Single source of truth | Yes                                  | Partial         | No                       | No             |

KEY FEATURES

Built for the demands of modern service operations.

Multi-channel intake, governed ITIL processes, AI-assisted triage, and active asset control — one system that reduces manual effort and shortens resolution.



**Full ITSM Lifecycle**  
Manages incident, problem, change, release, and service requests in one governed process, so issues are resolved and root causes removed.



**Multi-Channel Help Desk & Self-Service**  
Accepts requests by email, portal, phone, and mobile, with knowledge management that lets users resolve common issues themselves.



**Workflow Automation**  
Designs approval and escalation flows with drag-and-drop tools, removing manual routing and protecting SLA commitments.



**Asset & Configuration Management**  
Tracks IT and non-IT assets through discovery, CMDB, and license management, turning asset control into a continuous process.



**AI-Driven Operations**  
Detects anomalies, correlates alerts, and suggests resolutions from past cases, reducing noise and shortening mean time to resolution.



**Open Integration**  
Connects to NMS/EMS, ERP, HRMS, and collaboration tools through REST APIs, so service data reflects the whole operating environment.

INDUSTRIES WE SERVE

Telecom & Infrastructure

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Mining

Banking & Finance

Government & Public Sector

Healthcare, Medicine & Pharma

Manufacturing & Distribution

WHY WINVIBE

Service management expertise that goes beyond the platform.



**One Platform, Not Three**  
Service desk, assets, and workflow share one data model, removing integration work most organizations absorb as permanent overhead.



**Deployed in Days, Not Quarters**  
Prebuilt service templates and configurable catalogs shorten the path from decision to working service desk.



**Operations Experience Behind the Platform**  
We run network and infrastructure operations ourselves, so the processes we configure reflect how service teams actually work.



**Integrated With Network Operations**  
Native integration with WinVibe NMS/EMS links network faults directly to tickets, closing the gap between infrastructure and service.



**AI and Automation That Relieve Headcount Pressure**  
AI-assisted triage routes and resolves routine requests, approvals, and escalations without manual handling.



**Solution Lifecycle Partnership**  
Design, migration, configuration, and continuous improvement delivered by one accountable team.

Ready to give your service teams one place to work?

Whether you are replacing a basic help desk, consolidating separate ITSM and asset tools, or automating manual approvals, our experts are ready to understand your requirements and recommend the right solution.

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