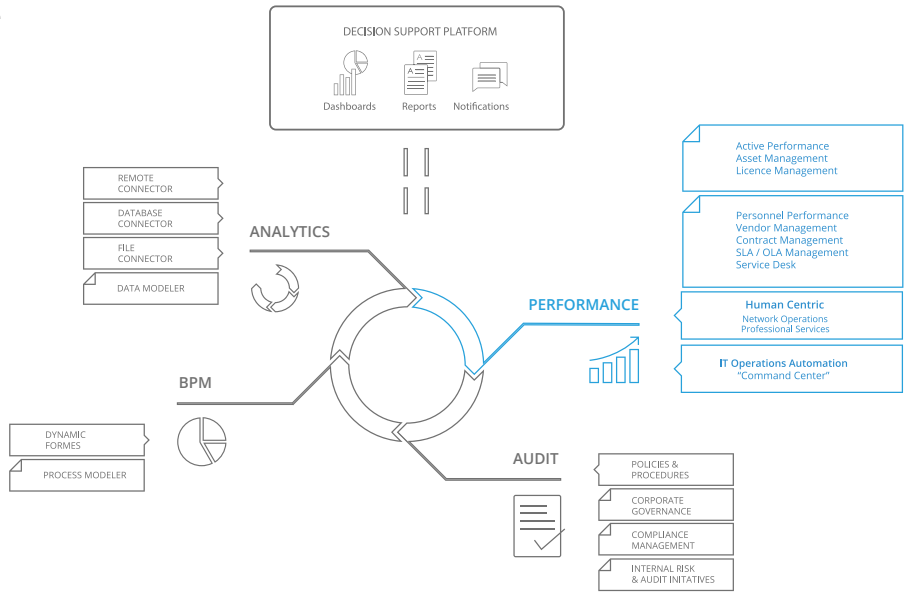
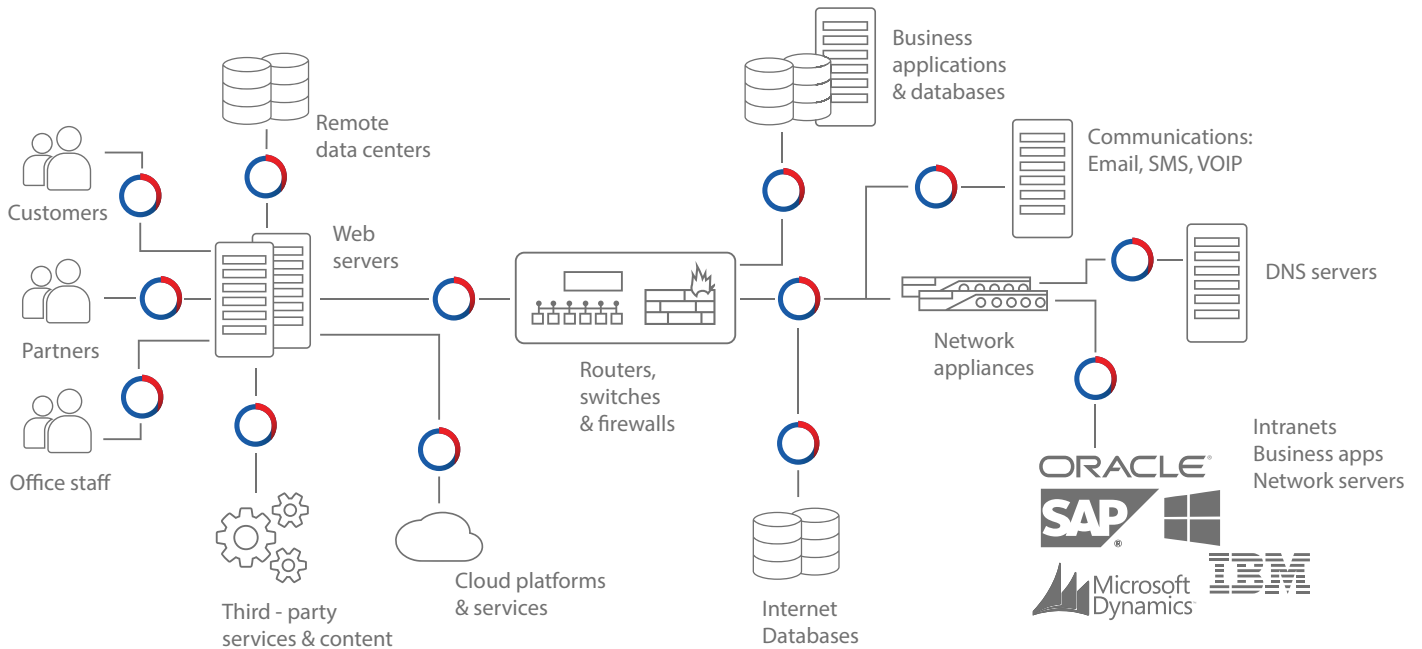


Struggling to track performance across diverse infrastructures and organizational siloes? Let Ikon unify your operational view, with platform-independent insight that spans the enterprise. The platform empowers its users with real-time dashboards and in-depth reporting on performance variables for business-critical applications, services and devices including configurable real-time alerting on service status, system incidents and performance issues.



## ACROSS THE ENTERPRISE, IKON HAS YOU COVERED





### ACTIVE PERFORMANCE

- Discover, map and monitor IT assets across the enterprise
- Eliminate manual oversight of device and service performance
- Understand system components and health at a glance
- Reduce operational management costs



### LICENCE MANAGEMENT

- Reduce security, legal and compliance risks
- Plan and budget based on actual software usage
- Reconcile installed software with vendors and contracts
- Optimize software license allocation and distribution



### VENDOR MANAGEMENT

- Reduce overhead in vendor management and procurement
- Connect vendors, contracts, systems and helpdesk records
- Assess vendor performance against finance and service goals
- Improve vendor maintenance, service and sales interaction



### SLA / OLA MANAGEMENT

- Define and track service response and resolution criteria
- Improve service-desk performance monitoring
- Strengthen vendor and contract evaluations
- Monitor and measure vendor business performance



### ASSET MANAGEMENT

- Strengthen IT finance, contract and inventory decisions
- Increase control over your entire IT portfolio
- Improve asset provisioning, oversight and value
- Measure, track and demonstrate business performance



### PERSONNEL MANAGEMENT

- Consolidate employee identity, contact and relationship data
- Unify your view of service-change impact and responsibilities
- Analyze employee relationships with IT assets and services
- Minimize managerial overhead in assessing employee



### CONTRACT MANAGEMENT

- Consolidate contract data into a single catalog
- Connect contracts with vendors, assets and service requests
- Analyze contractual performance and financial efficiency
- Strengthen procurement with operational performance quality



### SERVICE DESK MANAGEMENT

- Reduce service desk costs with automated issue management
- Increase efficiency with automated workflows and routing
- Assess service performance in detail and real time
- Improve service efficiency and end-user satisfaction

## IKON ANALYTICS

Enables organizations to analyze any type of data and generate holistic views including trend, comparison and contribution

The analysis of data helps the organization to identify bottlenecks, generate patterns and take decisions towards overall improvement

Enables organizations to reduce the workload from analysts and remove most human data entries errorst

## IKON AUDIT

Strengthen compliance with Corporate & IT Governance and risk management standards

Pinpoint internal control gaps and overlaps and reduce redundancies, inefficiencies and inconsistencies across compliance, audit and control practices

Streamline definition, scheduling and responsibility tracking for individual control objectives

## IKON PROCESS

Increase business efficiency by rule and user access based process model

Reduce cost and increase customer satisfaction with robust dashboarding and reporting

More managerial control in organization by deploying internal processes

