

Keross

Struggling to track performance across diverse infrastructures and organizational siloes?

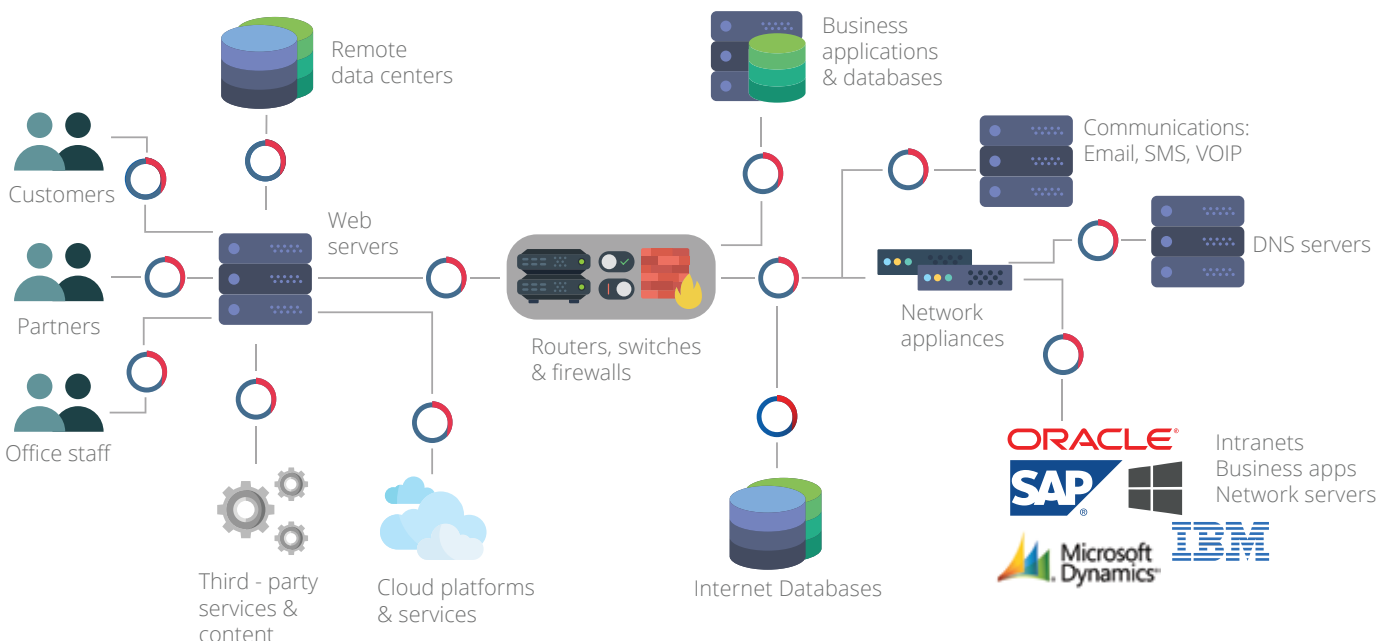
Let Ikon unify your operational view, with platform-independent insight that spans the enterprise.

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.



- Business Process
- Audit
- Performance
- Robotics
- Analytics

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



ASSET MANAGEMENT

Strengthen IT finance, contract and inventory decision

Increase control over your entire IT portfolio

Improve asset provisioning, oversight and value

Measure, track and demonstrate business performance

IKON ANALYTICS

Enables organization 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 errors



LICENSE 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



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

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



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



CONTRACT MANAGEMENT

Consolidate contact data into a single catalog

Connect contract with vendors, assets and service requests

Analyze contractual performance and financial efficiency

Strengthen procurement with operational performance quality

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



SLA / OLA MANAGEMENT

Define and track service response and resolution criteria

Improve service-desk performance monitoring

Strengthen vendor and contract evaluation

Monitor and measure vendor business performance



SERVICE DESK MANAGEMENT

Reduce service desk cost 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 ROBOTIC

Capture and interpret existing applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems.

Higher Employee Productivity and Focus on core business activities

Reduced cost of delivery and reduced error rates by automating rule based, high volume activities

