Motadata ServiceOps

Drive IT Through Innovation

IT Service Management

Rapidly adapt changes across People, Process, and Technology

AI Service Desk to elevate internal service delivery experience

Create catalog, track & maintain assets with **native remote asset management**

Automate updates for OS, software, drivers to mitigate security risks & vulnerabilities

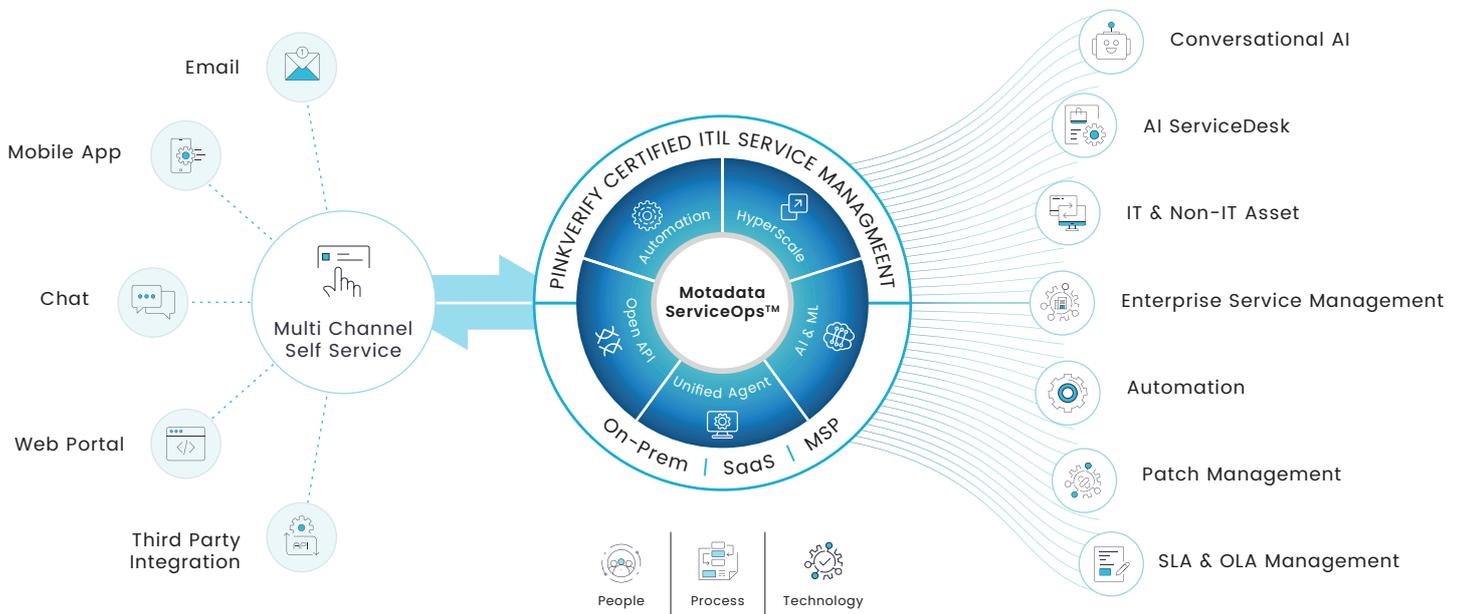Reduce ticket volumes & improve technicians' productivity with **Conversational AI**

Service Desk | Patch Manager | Asset Manager

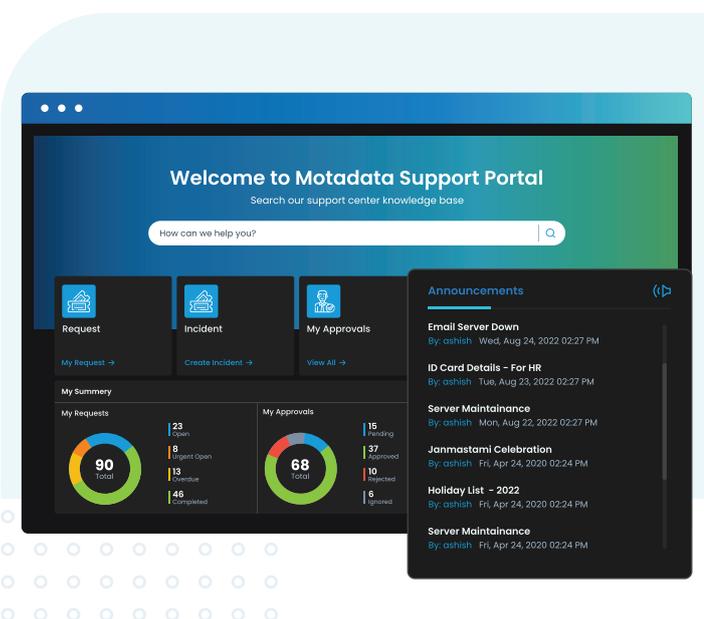On-prem | SaaS | MSP

Every Event Counts

Motadata ServiceOps Platform

Motadata ServiceOps is an ITIL-compliant ITSM platform built on DFIT™ (Deep Learning Framework for IT Operation). It empowers IT organizations to rapidly adopt changes across People, Process, and Technology to improve service delivery by leveraging AI. Our unified platform includes PinkVerify Service Desk, Asset Manager, and Patch Manager to streamline business processes across the organization without needing third-party tools.

Motadata ServiceOps Service Desk

Motadata Service Desk is PinkVerify Certified ITIL software that leverages DFIT™ to enhance customer experience through AI-enabled Digital IT Service Management. Motadata Service Desk provides proactive support through a virtual agent to improve the service desk adoption and speed up the digital transformation.
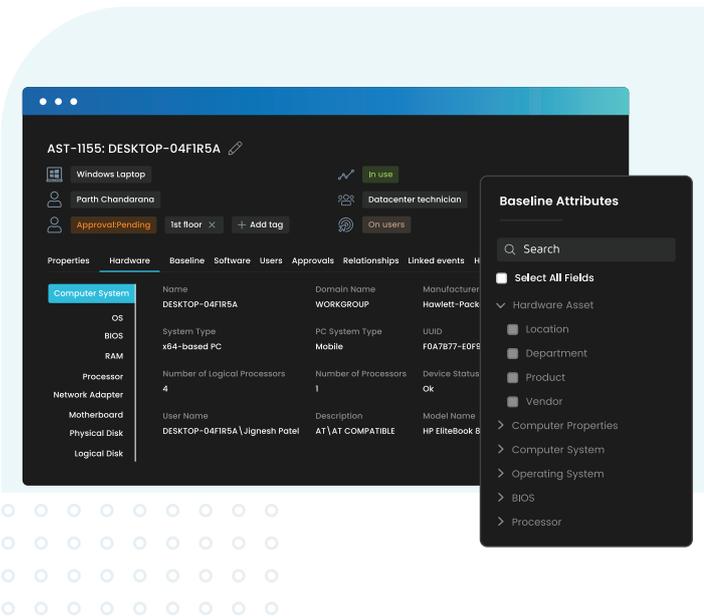

Key Features

- **AI-based** Ticket Categorization
- OOB ITIL based **Automation** Workflow
- **AI-Driven** Technician Workload Management
- Conversational AI – Chatbot for **Self Service**
- Bot framework for **Custom Integration**
- **Dynamic** Form Rules for Service Catalog
- Multi-Channel **Self Service**
- **Multi-language** Support
- **Mobile App** for Requester and Technician
- **Multi-tenant** Architecture

Motadata ServiceOps Asset Manager

Motadata ServiceOps Asset Manager is an ITIL compliant PinkVerify Certified ITAM solution that helps organizations to automate the end-to-end life cycle of both IT and Non-IT assets distributed across different geo-locations. Motadata Asset Manager provides greater flexibility to ensure compliance and tracking of Hybrid assets from a single platform. It improves ROI by Automating routine Asset Management tasks.
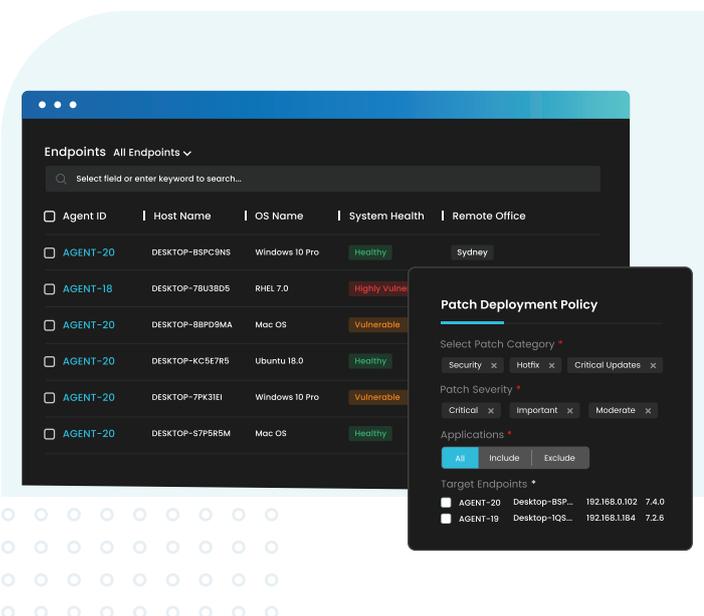

Key Features

- **Agent and Agent-less** Automated Asset Discovery
- IT & Non-IT **Asset Catalog**
- Hardware and Software **Asset Management**
- Built-In Multi-Function **Remote Desktop**
- Configuration Management Database – **CMDB**
- Purchase and **Contract** Management
- **Automatic** Uninstallation of Prohibited Software
- Asset Movement and **Gate Pass**
- **Policy-Driven** Automated Asset Baseline
- Software and Hardware **Compliance** Management
- Compliance & Audit Reports with **Report Builder**

Motadata ServiceOps Patch Manager

Motadata ServiceOps Patch Manager is designed to help organizations to manage and streamline the patch management life cycle. Patch Manager automatically scans, detects, analyzes, and remediates all vulnerabilities across workstations and servers to ensure compliance centrally.

Key Features

- **Automated** End Point Scanning
- **Policy based** Automated Patch Deployment
- Built in Patch **Testing** and **Approval** Workflow
- Patch **Rollback/Uninstallation**
- OOB Patch **Compliance** Report
- **Centralized** Software Package Deployment
- **Remote** Configuration Setup via Registry
- **Cross-Platform** Patching

ITIL Aligned Processes

- Asset Management
- Knowledge Management
- Availability Management
- Problem Management
- Request Fulfillment
- Change Management
- Service Catalog Management
- Incident Management
- Release & Deployment
- Event Management

85% — Improvement in **Resolution Time**

72% — Cost savings compared **Customer Satisfaction**

25% — Reduction in **Operational Cost**

About Company

Mindarray Systems Pvt. Ltd. is a global IT product company that offers IT operation management solutions under the brand name Motadata consisting of Motadata AIOPs and Motadata ServiceOps Platform which is built on a Deep Learning Framework for IT Operation (DFIT™) to increase efficiency and reduced the operational cost.

Motadata solutions utilize AI and ML to automatically correlate the metric, flows, logs, and events and turn them into actionable insights to reduce downtime and deliver true value to the investment.

Gartner.

Recognized Market Guide for Network Automation and Orchestration 2020

Network Automation And Orchestration

Deloitte.

Winner last 3 consecutive years - Tech Fast50 India & Fast500 APAC

Tech Fast50 India & Fast500 APAC

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Recognized as Notable Vendor in software market report

Network Monitoring Space

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