



For IT and service leaders

One place for every ticket, asset and change.

AtlasDesk ITSM brings incidents, requests, assets and changes together, live in weeks.

Cloud, private cloud or on-premise.



About AtlasDesk ITSM

Enterprise ITSM without the heavy set-up.

One platform for incidents, requests, assets and the infrastructure behind them. Built on iTop.

One system

Service operations move out of email threads and separate tools.

Automation first

Routing, escalation, approvals and notifications run on their own.

Deploy your way

Cloud, private cloud or on-premise, live in weeks rather than months.

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The problem

Email requests and manual steps slow IT down.

Disconnected tools leave infrastructure knowledge scattered and nobody clearly owning the ticket.

- **Slow resolution**
Incidents take longer to close
- **No accountability**
Nobody is sure who owns each request
- **Poor visibility**
Little insight into how services are performing
- **Missed SLAs**
SLA targets are hard to meet

Today
Disconnected tools

With AtlasDesk ITSM
One system





Service desk: resolve

Close incidents faster, with less chasing.

Structured tickets and automated routing send each incident to the right team, in priority order.

- **Incident management**
Capture, prioritise and resolve in one flow
- **Service requests**
Standard workflows with automated approvals
- **Self-service portal**
Users log and track requests without calling
- **Knowledge base**
Searchable articles for teams and users

Routing and approvals
Automated

Self-service
Portal and knowledge base

How it works

Four layers, each doing one job.

A modular architecture built to scale and to connect with the systems you already run.



Service management

Incidents, requests, problems and changes

CMDB and assets

Maps services, applications and assets

Automation

Routing, escalation, approvals, notifications

Reporting

Dashboards on performance and trends

Built on the iTop framework, with REST APIs for integration.



Infrastructure: understand

Know what a change touches before you make it.

The CMDB keeps one record of your infrastructure and how each part links to the services that use it.

- **Configuration database**
Central record of infrastructure components
- **Relationship mapping**
Links services, applications and assets
- **Change management**
Control and track changes, with less risk

CMDB tracks
Assets and relationships

Changes
Controlled and tracked

Visibility: measure

See service performance as it happens.

"AtlasDesk ITSM gave us visibility into our IT services that we never had before."
(PluxNet ISP)

- **Operational dashboards**
Live view of performance and ticket trends
- **SLA monitoring**
Track compliance with defined service levels
- **Reporting**
Service performance and operational metrics

Dashboards
Real-time

SLAs
Tracked and reported



Who it's for

Built for teams that need structure.

Wherever services need clear ownership, defined workflows and an audit trail.



Enterprise IT desks

Incidents and requests across the business

MSPs

Service delivery and SLAs for many clients

Beyond IT

HR, facilities and internal business services

Public sector

Standard, auditable processes per department

Technical: deploy

Live in weeks, on the infrastructure you choose.

Large enterprise ITSM systems often take months to deploy. AtlasDesk ITSM goes live in weeks.

- **Your choice of hosting**
Cloud, private cloud or on-premise
- **Single sign-on**
Sign in with Active Directory
- **Open integration**
REST APIs to connect your other systems
- **Configurable**
Workflows, service catalogues and forms

Framework

iTop

Database

Enterprise relational





Start with AtlasDesk ITSM

Book a live demo of AtlasDesk ITSM.

Request a live demo and an architecture overview
to see how AtlasDesk ITSM fits your operations.

- **Incidents and requests**
Routed and tracked
- **Change management**
Controlled and tracked
- **Self-service**
Portal and knowledge base
- **CMDB**
Assets and relationships
- **SLAs and dashboards**
Real-time performance view
- **Deployment**
Cloud, private cloud, on-premise

Request a demo

Talk to the Vega Vision team about a demo and an architecture overview.

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