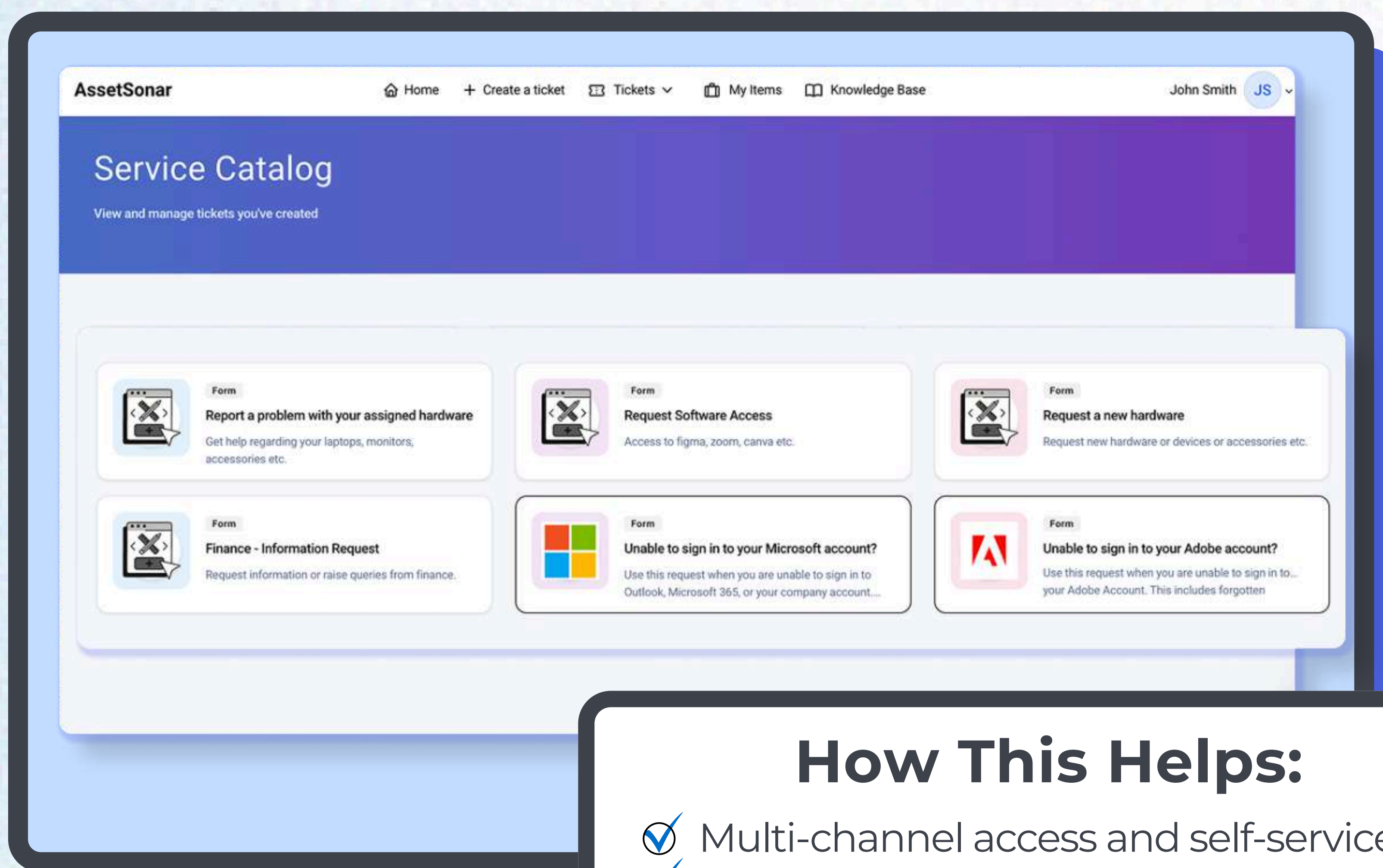


AssetSonar ITSM



End-to-End ITSM Powered by Unified Asset Context and AI-Driven Resolution



How This Helps:

- ✓ Multi-channel access and self-service
- ✓ Automated routing and categorization
- ✓ Instant access to asset context ensures faster, more accurate resolution.

Incident + Request Management & Self Service Portal

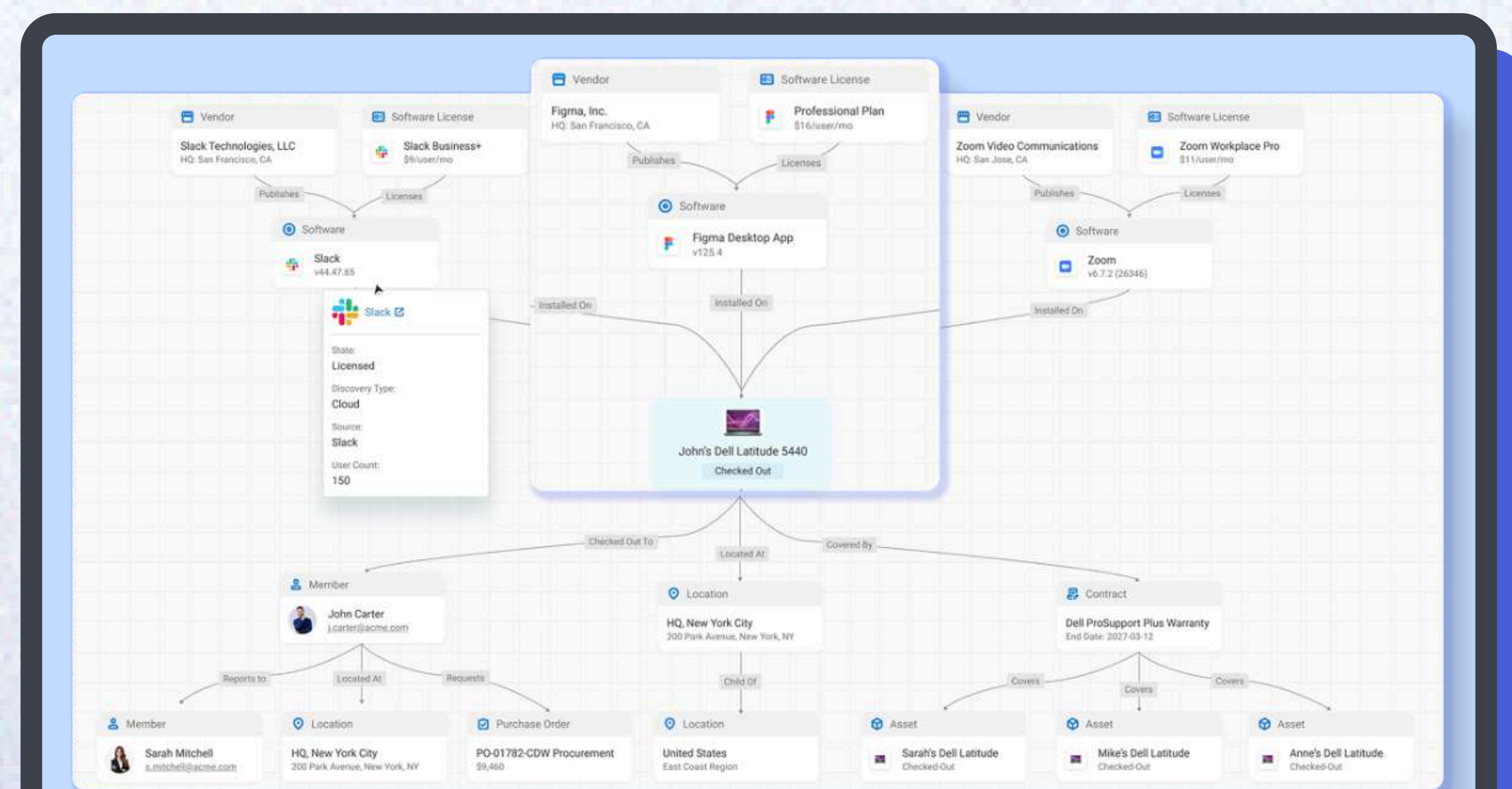
Manage IT incidents, requests and escalations across multiple channels under the same roof. Employees can learn using an accurate Knowledge Base to submit requests, find solutions, and get instant resolution.

- Integrate real-time Asset data with ITSM workflows
- Raise tickets via Portal, email, Teams, Slack, or direct integration with tools.
- Automatic escalations based on SLA rules and incident severity
- Automate ticket prioritization and assignment based on issue type and technician skillset

CMDB (Configuration Management Database)

AssetSonar ITSM provides a unified IT Graph, linking all hardware, software, and licenses to incidents and requests. Real-time asset data powers issue resolution, operational efficiency, and decision-making.

- Keep all asset data in one place for accuracy and easy access.
- Automatically detect and update assets in real-time across your IT environment.
- Link service tickets to real-time asset data for faster resolution.
- Map and visualize relationships between assets, users, and services.



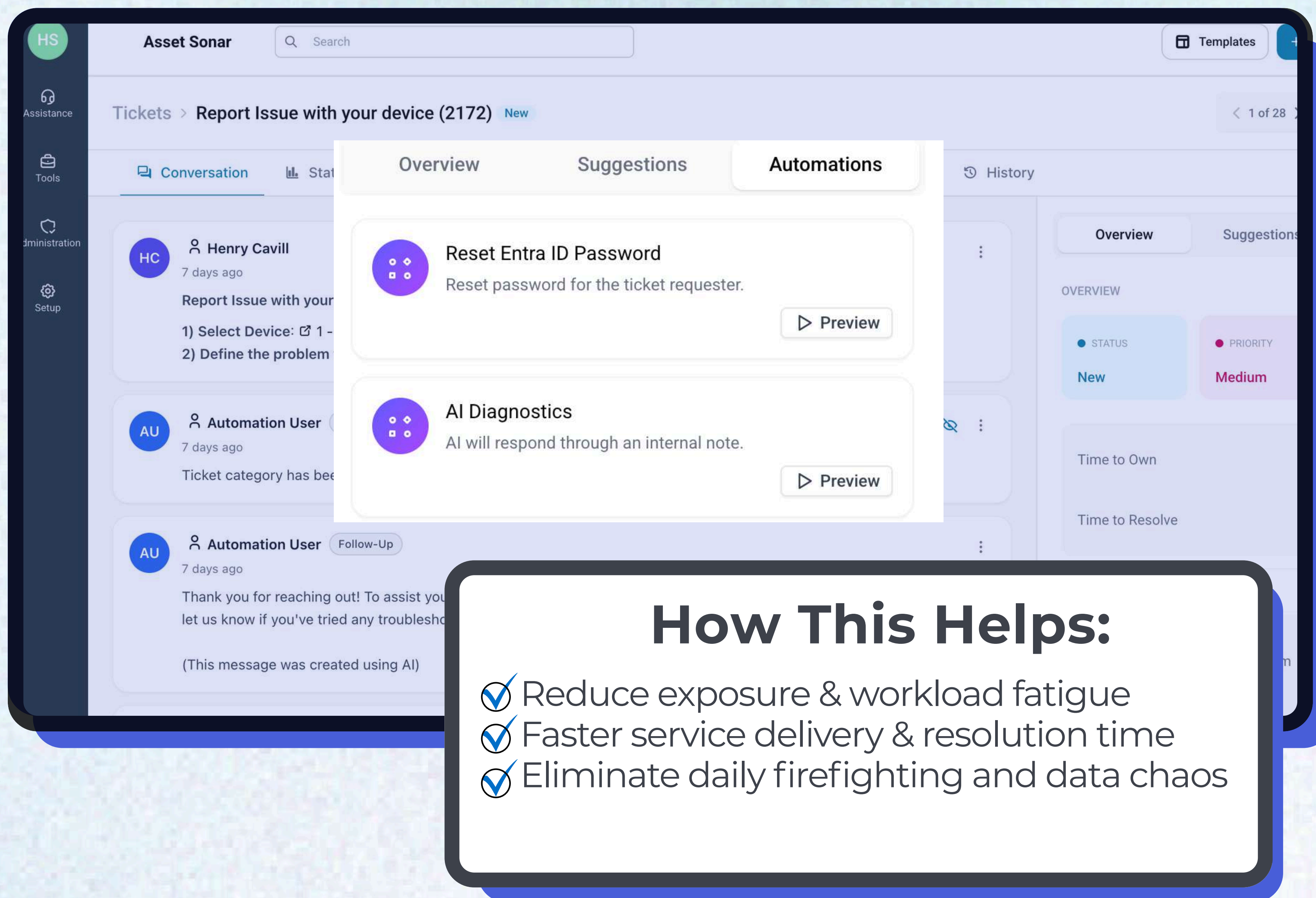
How This Helps:

- ✓ Get a clear, real-time view of your IT landscape
- ✓ Access accurate asset context to resolve tickets.
- ✓ Make informed decisions with reliable asset data.

Workflow Automations

Automate IT Service Workflows for routing, approval processes, and escalations based on defined rules. Together with AssetSonar's ITAM foundation, automation is powered by real-time asset data, ensuring that every decision is context-driven.

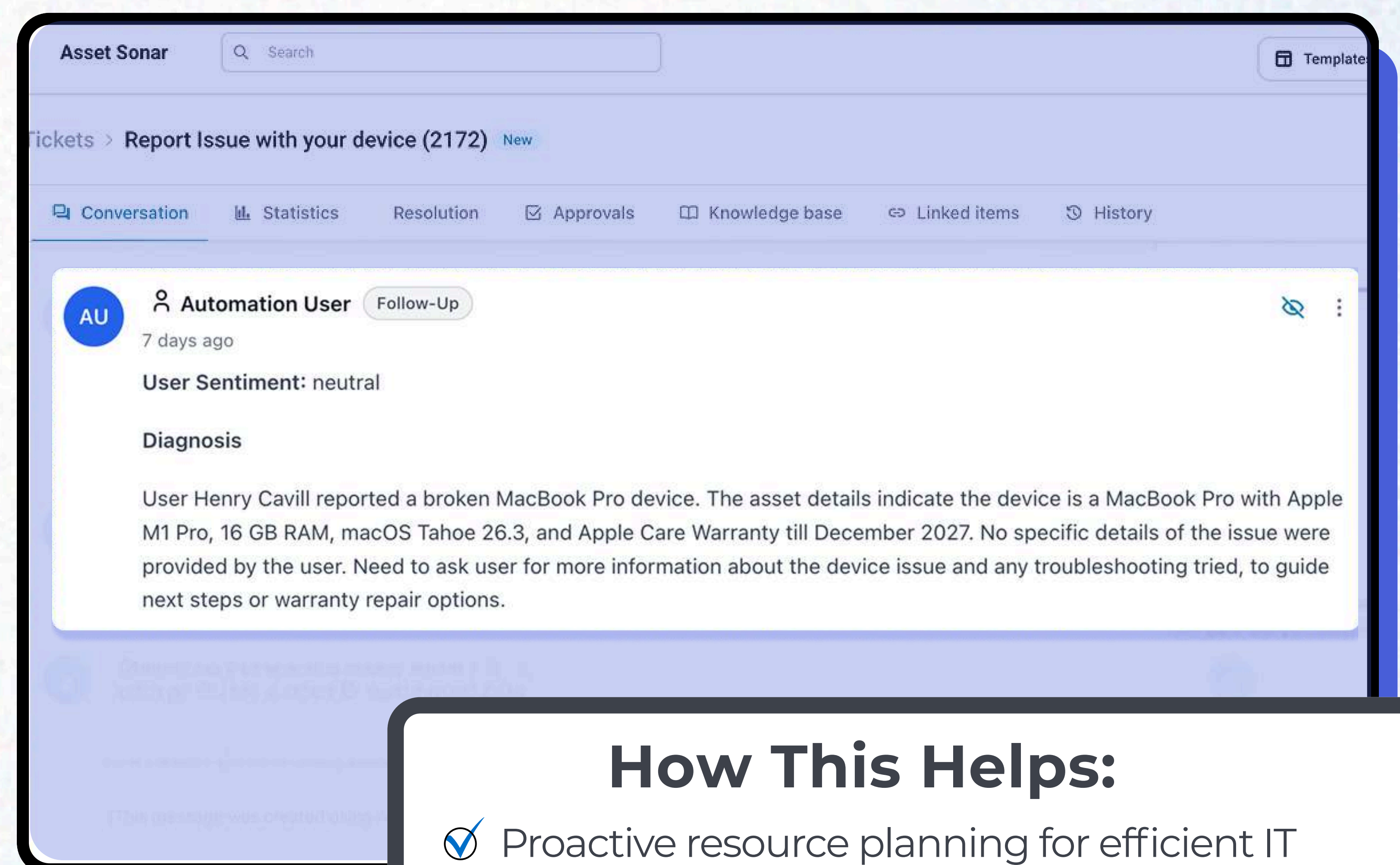
- Spend less time on manual tasks, so you can focus on more complex issues.
- Reduce resolution times and prevent bottlenecks.
- Automate escalation rules and approval workflows.
- Ensure Service consistency so every ticket follows the same automated process



AI-powered Diagnostics

Predict and prevent recurring incidents using historical data and AI suggestions built on your ITAM infrastructure. With real-time asset context and AI-powered support, IT Service delivery becomes more efficient and responsive, ensuring higher accuracy and employee satisfaction.

- Handle repetitive tickets faster using AI-powered Diagnostics and Automations
- Enhance service accuracy using insights built on real data from your core IT infrastructure
- Allow employees and technicians to troubleshoot and resolve issues autonomously using Zoe, our native AI assistant
- Run accurate reports powered by AI to stay on top of your IT Service delivery



Why Choose AssetSonar ITSM?

Unified IT Graph

Fully integrated with IT Asset Management (ITAM) for complete visibility and control across your entire IT environment

Single Source of Truth

A service platform that reflects the most accurate and up-to-date Asset data that you can trust under a single unified platform

Autonomous AI

Autonomous AI ITSM Solution that automates workflows, reduces IT operational costs, and scales as your organization grows

[BOOK A DEMO](#)

AssetSonar offers innovative asset intelligence & management solutions, trusted by thousands of organizations globally.