

CYBERSECURITY INNOVATIONS POWERED BY AI

SecureIT[®]

IT Service Management (ITSM)

AI-driven IT service management with real-time visibility, automated workflows, and streamlined service delivery.

THE CHALLENGE

Top 5 Industry Challenges (if ITSM is NOT implemented)

- **Unstructured IT Operations & Service Chaos** - Without ITSM, IT teams operate in silos with no standardized processes, leading to inconsistent service delivery. This results in delayed issue resolution, higher downtime, and direct business productivity loss.
- **Poor Incident Resolution & Recurring Issues** - Lack of structured incident/problem management causes repeated outages and firefighting. Business impact includes revenue loss, SLA breaches, and customer dissatisfaction.
- **No Visibility into IT Assets & Dependencies** - Organizations struggle to track assets, configurations, and relationships across infrastructure. This leads to compliance failures, security gaps, and inefficient capacity planning.
- **Inefficient Change & Release Management** - Without governance, changes are implemented ad hoc, increasing the risk of failures and outages. This directly impacts uptime, business continuity, and brand reputation.
- **Weak SLA Compliance & Customer Experience** - No centralized service desk or tracking leads to missed SLAs and poor user experience. End-users lose trust in IT, which impacts overall organisational efficiency and employee productivity.

3X

Faster Audit Readiness

70%

Ticket Deflection

60%

Faster Incident Resolution

KEY BENEFITS

- ✓ **Faster Incident Resolution**
Structured workflows and automation significantly reduce resolution times. This improves uptime and ensures business continuity.
- ✓ **Improved IT Team Productivity**
Automation, ticket routing, and knowledge bases reduce manual effort. Teams can handle higher ticket volumes without increasing headcount.
- ✓ **Reduced Downtime & Business Disruption**
Proactive problem management and root cause analysis minimise recurring issues.
- ✓ **4. Enhanced User Experience & Self-Service**
Self-service portals and knowledge management reduce dependency on IT teams. End-users resolve issues faster, improving satisfaction.
- ✓ **Strong Compliance & Audit Readiness**
Standardized processes and documentation simplify regulatory audits.



KEY CAPABILITIES

One Unified Agent

01 Service Desk & Ticket Management

- › Centralized ticketing system
- › Multi-channel intake (email, portal, mobile)
- › SLA-based prioritization and escalation

02 Incident & Problem Management

- › Automated incident logging and routing
- › Root cause analysis (RCA) workflows
- › Known error database for faster resolution

03 Change & Release Management

- › Change approval workflows (CAB)
- › Risk assessment and rollback mechanisms
- › Controlled release cycles

04 Configuration & Asset Management (CMDB)

- › LicAsset lifecycle tracking
- › Dependency mapping across infrastructure
- › Impact analysis before changes

05 Financial & Contract Management

- › Standardized service offerings
- › Automated request workflows
- › User-friendly service catalogue

06 Knowledge Management & Self-Service

- › Knowledge base for issue resolution
- › Self-service portals for end-users
- › AI-driven recommendations (modern ITSM)

07 Automation & Workflow Orchestration

- › Auto-ticket assignment and routing
- › Workflow automation across IT & non-IT processes
- › Integration with monitoring, security, and business tools

08 Reporting, Analytics & SLA Tracking

- › Mobile access for service management
- › Integration with IT tools (SIEM, NMS, HRMS, etc.)
- › API-based ecosystem connectivity



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ADD-ON AVAILABLE

Need 24/7 coverage? Add Velox MDR.

- India-based SOC analysts, 24x7x365
- 15-minute SLA for critical incidents
- Seamless activation — no new agent required

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Velox Solutions is a Global cybersecurity OEM delivering advanced, AI-powered technologies that strengthen Security Operations and enterprise resilience since 14+ years. Our solutions enable faster threat detection, automated response, and deep visibility across users, endpoints, and infrastructure. Leveraging AI-driven SIEM, SOAR, and behavioural analytics, Velox builds proactive, intelligence-led SOC environments, empowering government and enterprise sectors to stay ahead of evolving cyber threats.

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