



Enterprise Service Management

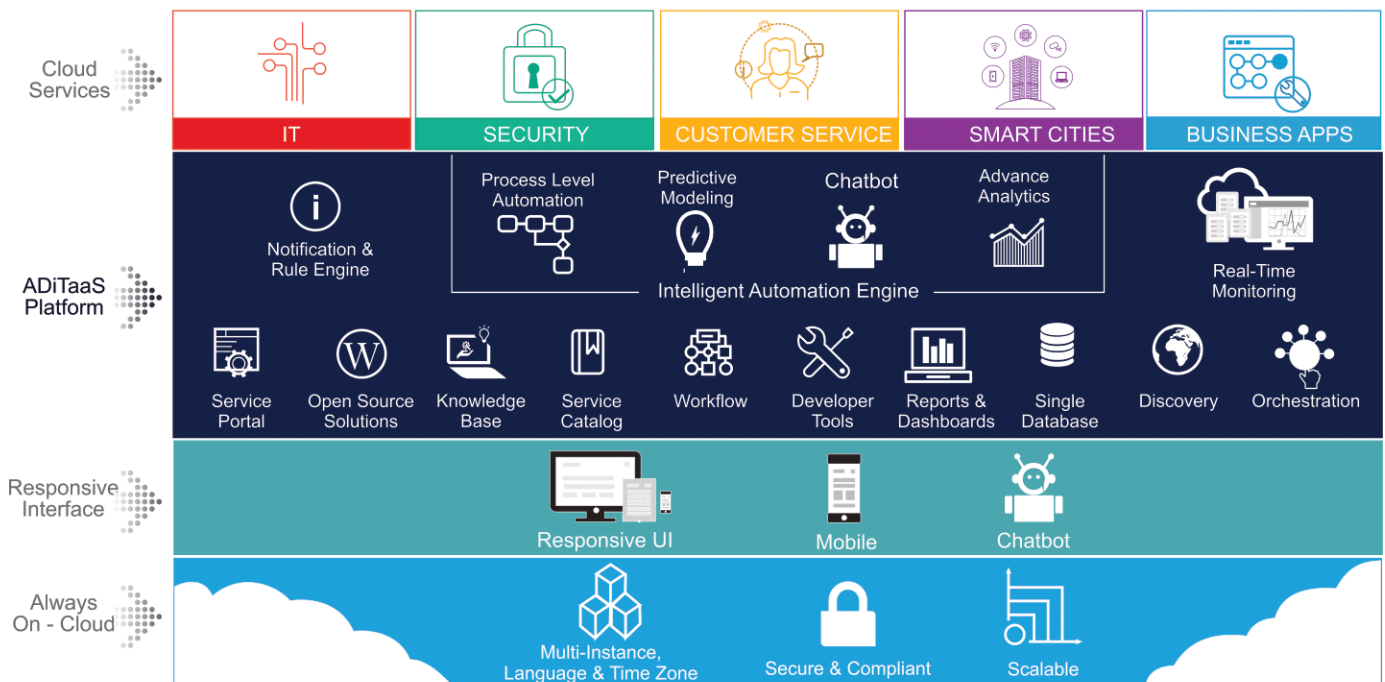
A Story Of Passion, Innovation and Teamwork

Digital Desk Overview

Blend Service Management into the Business

Digital Desk (formally ADiTaaS) is an intuitive service management for the performance of the digital enterprise, on-premises or in the cloud. It provides end-to-end visibility into your business service and IT environment, while automating processes on the powerful Digital Desk platform. Digital Desk is easy to configure and allows you to active quickly, while scaling to your business needs. With a simple and consistent approach, you increase efficiency, lower costs, and devote more time to innovating and delivering the modern, consumer like, self-service experience your employees expect.

Digital Desk Architecture Stack



ITIL Complaint

Take immediate advantage of industry best practices with all ITIL Complaint processes.

Voice Automation

Dramatically reduce wait times, transfer rates and abandoned calls.

Future Proof

Modular offering on a modern platform ensures you have the rightsized tool to meet new needs.

Proactive Management

Use automation with analytics to identify potential problems before they impact business productivity.

Codeless Approach

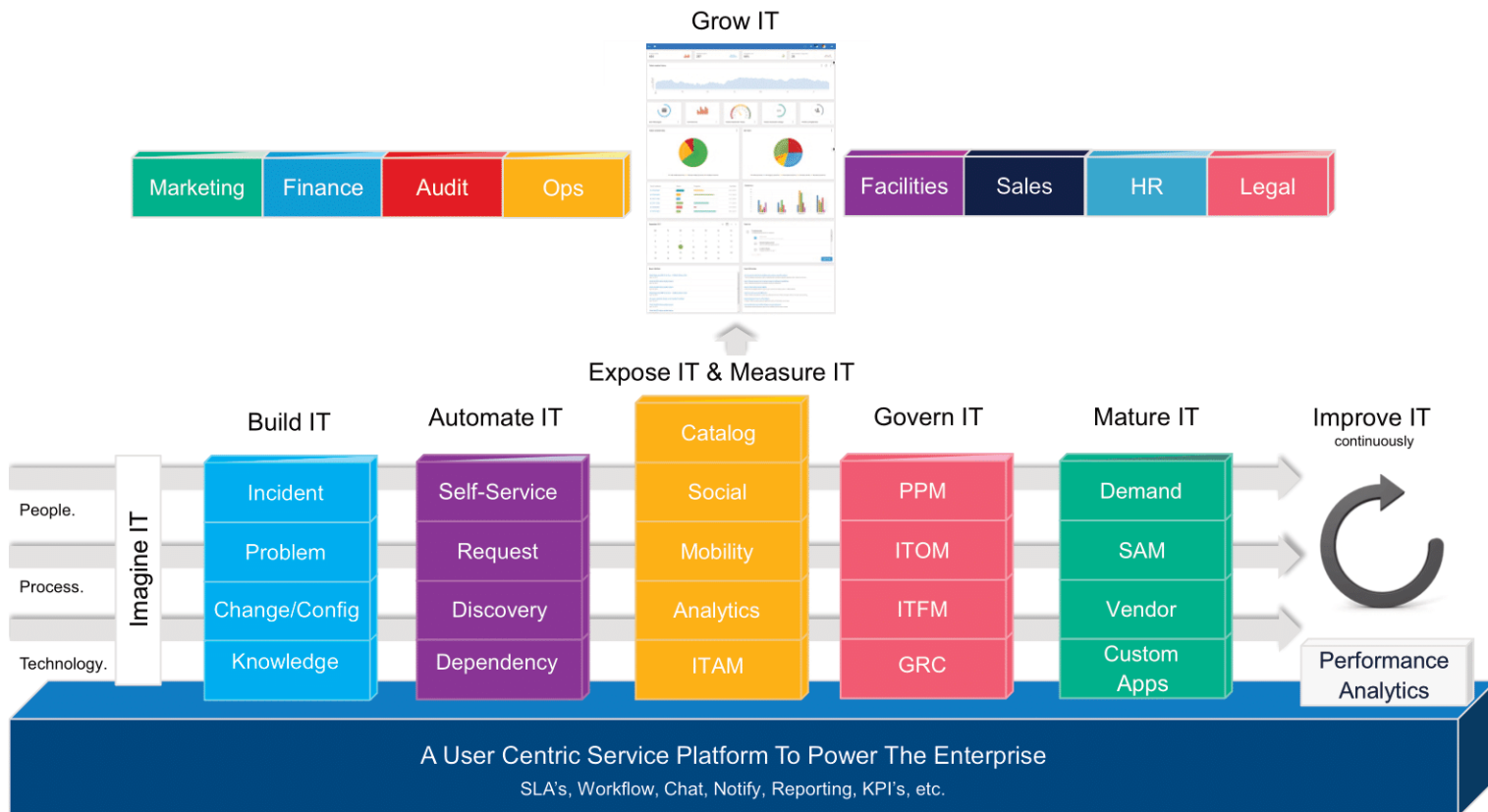
No programming needed, making it easy to tailor IT service automation.

Multi-Channel Self Service

Offer multiple, easy to access self-service channels to make IT teams and users more productive

Enterprise Platform

Digital Desk solutions blend modern digital services design with best-practice ITSM principles to lead a new era in service management excellence. Modernize your service desk with the right ITSM solution from Digital Desk.



Digital Desk Highlights

- Highly secure, the Nonstop Cloud conforms to the most stringent levels of compliance and global regulations. And our industry leading, advanced, high-availability infrastructure ensures instance redundancy between two data center clusters, scaling to meet the needs of the largest global enterprises.
- Adaptive user interface with fully responsive framework, so your experience is consistent whether on PC or mobile.
- Scrum Board turns any list into an intuitive, graphical alternative and displays records as "cards" in a drag and drop interface allowing you to rapidly change state or re categorize work.
- The platform's Workflow Process Automation Engine dramatically reduce costs and speed time to resolution. Anyone, from the business user to the professional developer, can easily build applications at lightspeed.
- Allied Digital provides ideas and insights to enterprises on the right IoT solutions to reap the benefits of Machine-to-Machine/IoT technology. **Digital Desk** integrates with product and platform companies on enhancing the products in the OM2M ecosystem and provide a smart, secure and connected experience for enterprises.
- **Digital Desk** Performance Analytics puts the power of data in the hands of the stakeholders and subject matter experts—workers, owners, and executives, who are responsible for successful service delivery. With Performance Analytics, User can Anticipate Trends, Prioritize Resources and Align Service with overall business goals.
- "Context-aware computing has one exciting future," In **Digital Desk** context awareness is key to make the data more relevant.
- Allied managed IT services are designed to relieve the pressure and stress of managing your own business systems and protect your digital assets. With the comprehensive coverage available to you through our "Cloud Protection" your business gets 24/7 monitoring, remote support, managed data services, HIPAA audits and much more. We greatly minimize the digital risks that come with running a business. Allied Digital Managed Services Group provides many different levels of service that offer your business flexibility in choosing a program that is the best solution for your needs.