

PREVALENT ITSM SOFTWARE

SMARTER COMPLAINT MANAGEMENT.
FASTER RESOLUTION. HAPPIER USERS.

Prevalent ITSM Software helps organizations streamline incidents, service requests, problems and changes with ITIL best practices to deliver exceptional service and operational excellence.



REAL-TIME VISIBILITY
Track and monitor all complaints and requests in real time.



IMPROVE EFFICIENCY
Automate workflows and reduce manual effort.



ITIL BEST PRACTICES
Aligned with ITIL framework for consistent service delivery.



DATA-DRIVEN INSIGHTS
Make informed decisions with powerful reports and dashboards.



ENHANCE USER EXPERIENCE
Faster resolutions and transparent communication boost satisfaction.

POWERFUL MODULES

01



Incident Management
Log, track and resolve incidents quickly with SLA-driven workflows.

02



Service Request Management
Handle service requests from users efficiently from intake to fulfillment.

03



Problem Management
Identify root causes and prevent recurring incidents.

04



Change Management
Evaluate, approve and implement changes with complete control.

05



Knowledge Base
Maintain solutions articles to resolve issues faster.

06



User & Role Management
Define roles, permissions and access for secure operations.

07



SLA Management & Escalations
Set SLAs and automate escalations to ensure timely resolution.

08



Notifications & Alerts
Keep users and agents updated with real-time notifications.

09



Reports & Dashboards
Get real-time insights with customizable reports and dashboards.

10



Asset & CI Integration
Link incidents with assets and CIs for better impact analysis.

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Self-Service Portal
Empower users to raise and track tickets through a self-service portal.

12



Survey & Feedback Management
Collect feedback and measure satisfaction with surveys.

13



Security & Compliance
Ensure data security and compliance with role-based access.

14



CMDB & Catalog
Maintain configuration items and service catalog in a centralized CMDB.

15



Integration Ready
Seamlessly integrate with third-party tools and systems.

16



Automation Engine
Automate repetitive tasks and workflows to save time.

WHY CHOOSE PREVALENT ITSM?

Built for efficiency. Designed for excellence.



Centralized Platform
All your IT services in one place.



Scalable & Secure
Grow your business with enterprise-grade security.



Easy to Use
Intuitive interface for agents and users.



Customizable
Configure modules and workflows as per your needs.



Integration Ready
Works seamlessly with your existing tools and systems.



Deliver better services. Resolve faster. Build trust.
That's the power of Prevalent ITSM.

