

ONE - The Next-Gen Cloud based Service Delivery Model

Relevance Lab's ServiceOne platform is a cloud based new generation service management solution built with Intelligent monitoring and technology processes automation. The solution comes with integrated asset management, dynamic CMDB, real-time visibility to Security & threats and a next-generation incident management framework.

Our platform addresses the following:

- Seamless "day-to-day" operations with high system availability
- Reduced cost of support
- Asset compliance
- Mitigate security threats
- Governance, Risk and Compliance

ServiceOne provides an "Open Architecture" and pre-integrated solutions for ITSM, ITOM, ITAM, IDAM, Automation, DevOps, SOC & GRC. Relevance Lab provides resources to manage end user devices, data centers, user on-boarding/off-boarding, self-service models, helpdesk and support. With a cost-effective Pay per Use model we bring significant costs savings, improved agility and better compliance in managing your infrastructure, applications and service delivery.



IT Service
Management



IT Asset
Management



IT Ops
Management



Security
Operations



ID &
Access
Management



Governance
Risk
Compliance



DevOps
Workflows

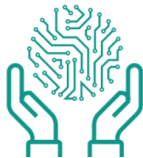
Service One Foot Print

Infrastructure Management	Application Management	Helpdesk Services	Security Services
Server and Storage administration	IT Systems maintenance	Contact administration	Active directory administration
Operating System, Database & Network administration	Application administration	IT Incident management	IT Access management
Email/Exchange administration	Application performance monitoring	IT Problem management	User onboarding/offboarding
Performance and Capacity monitoring,	Systems configuration and documentation	IT Service management	Threat monitoring
Provisioning	Systems development	IT Asset and Configuration management	Mobile device management
Cloud usage management	Testing services	IT License management	GRC Strategy
	DevOps driven Change/Release management		

ServiceOne Maturity Model



DevOps Driven
Organization
Maturity Models



Intelligent
Operations



"Single Pane of Action"
for Service Delivery



Automation-First
Approach

ServiceOne Services Next-Gen Managed Services Model

1

IT Operations Management

All your monitoring needs across the IT can be automated and notified based on the alerts.

3

IT Asset Management

Optimize your spending & Strategic decision making within the IT environment using ITA. Automate critical process like Patch Management.

2

IT Service Management

Define your workflows to automate the routine tasks of requests and Incident handling.

4

Security Management

Ensure increased security and productivity using Security, Identity and Access Management

5

Maturity Model

At each stage, automation maturity model ensures the repetitive tasks and processes are automated using BOTs

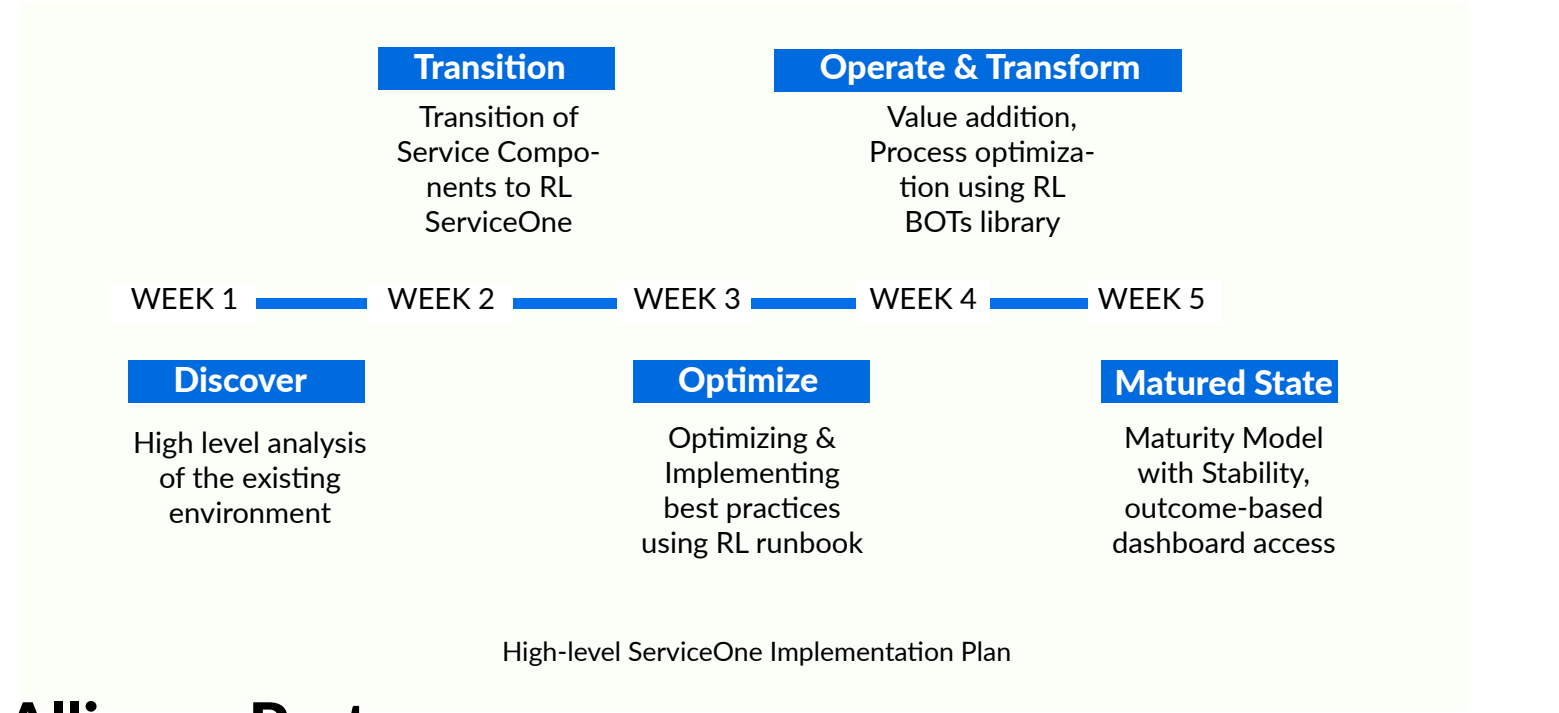
Our Achievements:

With the implementation of ServiceOne, we ensure organizations adopt automation first approach, move towards intelligent operations and single pane of control for service delivery and DevOps driven organization maturity models.



ServiceOne Implementation:

We provide two flavors Essential starting at \$1000* per month and Comprehensive starting at \$2500* per month. Each with 5 weeks start to finish implementation cycle. If you wish to get more details, you can visit us @ <https://www.relevancelab.com/cloud/>



Alliance Partner



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