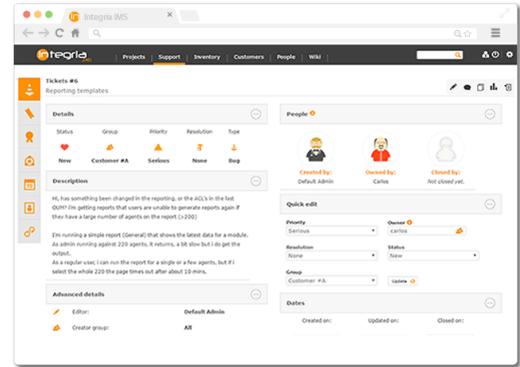


## What is Integria IMS?

It is a **complete on-premise incident management software**, designed to be multi-user, multi-group, which provides support for different profiles and also has internal audit capacity.



## Why do you need Integria IMS?

Integria IMS allows your team to work with tickets generated by your customers, thus being able to assess the service, internally and externally, in order to **know how the incidents are being managed, at all times**. You will be able to establish an SLA and assess the incidents of each client separately. The level of satisfaction of your customers and employees will be improved, since it will allow them to work more productively and efficiently.

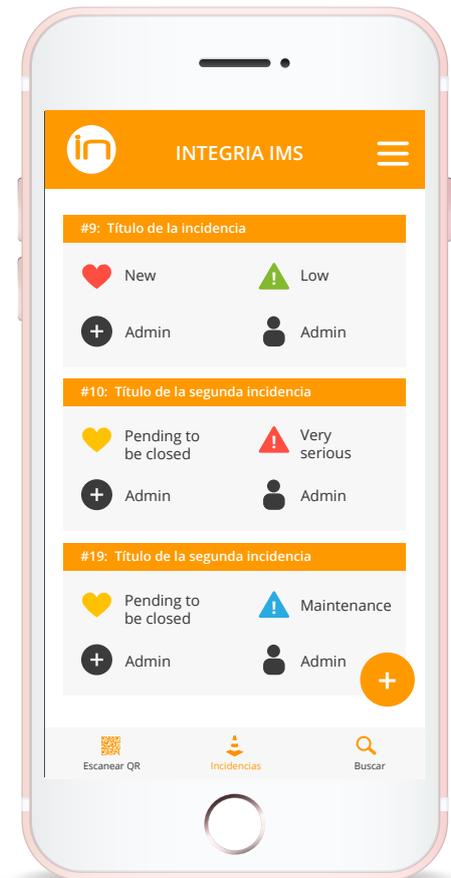


Your customers will be able to **open queries via email, web, mobile App, or even through integrations with third parties**

(your own corporate website or an extranet) via API. In addition, it has no limit of simultaneous users.



By creating customized tickets, you will be able to **adjust the process to your needs**, unlike other simpler SaaS tools. Thanks to the rules (workflows) you will be able to create notifications, escalations, and actions completely tailored to your organization.



\* The On-Premise version is installed in your own company and managed by your IT specialists, giving you total control over all the aspects.

# Integria IMS features for support



**Integrated knowledge base**  
so that your own clients solve their questions and doubts.



**Integrations with third parties (via API Rest)**

in order to be able to integrate in your own website the client support management.



**CRM module**  
In order to manage your customers in a simple and orderly manner.

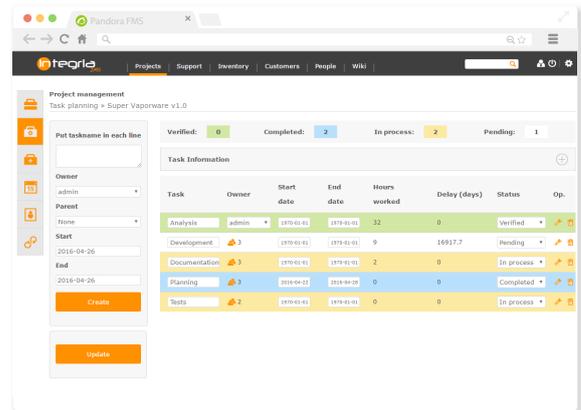


**Downloads for the final customer**

Software, documentation, etc.

## Project management

Integria IMS allows you to **plan assign and control how each project is developed in a centralized way**, and in real time. It's perfect for consulting, development or technical implementation projects. Get to know where the deviations are, the extra costs and the time used by each resource.



**Creation and management of tasks** and individual milestones.



**Allocation by hours**, by tasks, by user and by role.



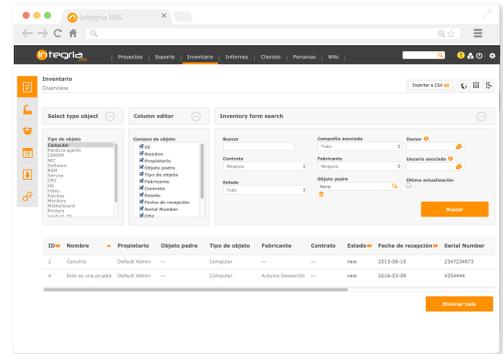
**Reports in real time** by person, project, task, monthly, annual, etc.



**Integrated with the support module** (Helpdesk), which allows you to allocate tickets to the tasks of the project.

# Inventory control

Thanks to the customised fields and relationships between assets, **you will be able to know in detail the assets you have, and where they are located.** You will be able to know first-hand those incidents that have occurred and it will also indicate what clients these incidents belong to.



**Print labels** and use our mobile app to locate each asset by taking a picture thanks to the **QR code**.



Thanks to its **integration with eHorus** you can remotely manage Windows, Linux and Mac computers.



It supports automatic inventory based on software agents and **import-export from Excel**.

# Services



**Integration and development**  
Customized development service.



**Support**  
Offered in English and Spanish, by the Integria IMS team, without intermediaries.



**Official training**  
Provided by technical staff certified by Ártica ST.

# Our clients

These are some of the companies across the globe that use Integria IMS to optimize their processes:



Do you need more info about Integria IMS?



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