

The all-in-one platform for Service & Support management

Multi-user and multi-group, support for different profiles, internal audit capacity.

Your whole environment, much more than Help Desk



Help Desk

Powerful and Flexible Helpdesk for support and customer service teams, aligned with ITIL processes. Manage tickets easily and measure services internally and externally. Set up SLAs, measuring incidents for each client individually. Improve customer and employee satisfaction, working productively and efficiently.



Project Management

Your IT projects on time. Create projects, manage resources and optimize teleworking by constantly monitoring. Integrate projects with requests and changes to streamline service delivery.



Inventory control

Track and manage configuration items and map their relationships and dependencies. Have the history of incidents on each asset and automate your processes.



Integrated CRM

Keep your clients, contacts, contracts and invoices at hand. Offer the best service by organizing your team without using other tools that entail more costs or integrations.

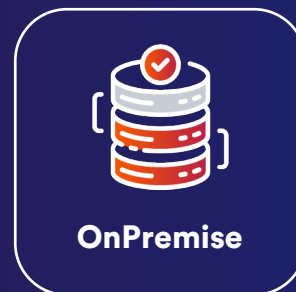


Reports

With the reports section, you will be able to get reports from different areas, such as support, time management, and projects. In addition, you will be able to create custom reports with SQL queries and schedule automatic and periodic report sending.

Integria IMS balances flexibility, simplicity and power

And above everything else, it adapts to your needs.



OnPremise



SaaS

✓ Embedded Wiki

Share information with your team, with access restriction and advanced ACL. Perfect for securely sharing passwords, logins, and day-to-day information.

✓ Software Distribution

Your IT projects on time. Create projects, manage resources and optimize teleworking by constantly monitoring. Integrate projects with requests and changes to streamline service delivery.

✓ Chatbot with Artificial Intelligence

Use AI to support your human operators. The intelligent chatbot answers simple cases, while human operators handle the more difficult ones. The AI continually learns from the knowledge base and resolved cases to improve. Easily integrates into any website.

Do you want to boost your project to the maximum?

We have the experience to help you!

Our experts can help you customize your tool to fit perfectly with your processes, applications, and backend.

There is nothing better than having a professional team to make your project a success!

[Download Free Trial](#)