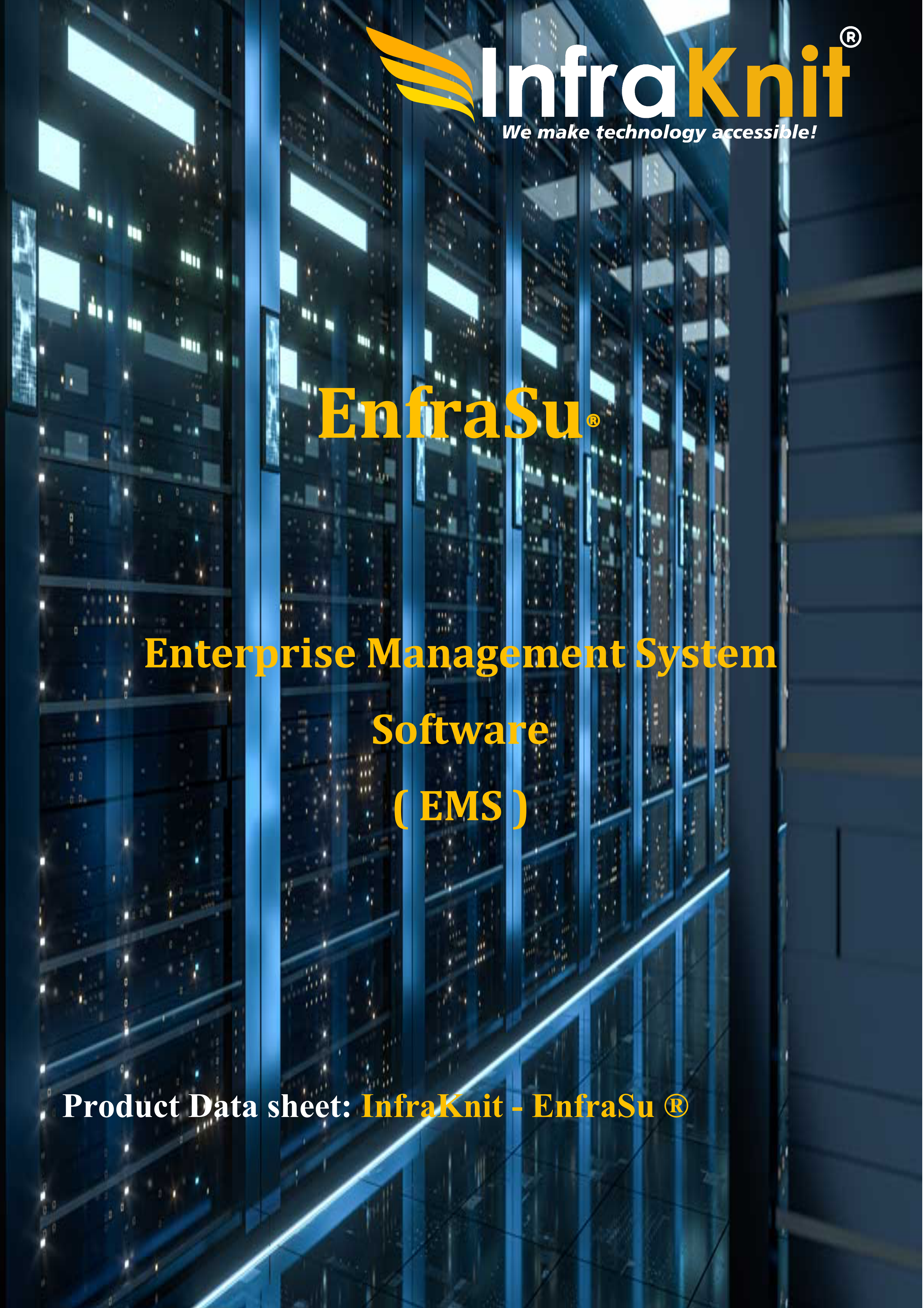


InfraKnit®

We make technology accessible!

EnfraSu®

Enterprise Management System Software

(EMS)

Product Data sheet: InfraKnit - EnfraSu ®

ABOUT INFRAKNIT:

InfraKnit stands out as a distinguished Infrastructure Management & Monitoring Software Company, renowned for its exceptional services.

As an Infrastructure management software firm, InfraKnit places a strong emphasis on delivering adaptable solutions that cater to businesses of all sizes, without regard to their financial constraints.

InfraKnit specializes in creating all-encompassing Infrastructure management software solutions, with the primary objective of simplifying the tasks of your engineering teams. Our expertly crafted Infrastructure domain products encompass a wide array of IT necessities, ranging from network and device management to security and service desk software. We take pride in uniting the realm of IT under one integrated and comprehensive approach, offering the means to tailor and optimize your IT operations.

ABOUT INFRAKNIT EMS– ENFRASU:

Infraknit EnfraSu is a comprehensive and integrated Enterprise Monitoring Suite designed to manage both IT and non-IT infrastructure. With advanced analytics capabilities, the platform efficiently handles large data structures, delivering deep insights and streamlined management across diverse infrastructure environments.

Our platform provides multiple customizable dashboards with **Role-Based Access Control (RBAC)**, offering a holistic 360-degree view for effective network monitoring. It enables seamless management of infrastructure devices across all network platforms, including private, public, virtual, and cloud environments.

The **Infraknit – EnfraSu** combines a wide range of functionalities into a single platform, including **NMS**, log management, fault management, **IP Address Management (IPAM)**, switch port management, network traffic flow monitoring, configuration and change management, Patch Management as well as asset and inventory monitoring.

Additionally, it features a fully integrated Helpdesk - **ITSM tool** with out-of-the-box reporting capabilities, providing a unified and efficient solution for comprehensive IT infrastructure management.

KEY FEATURES OF INFRAKNIT – ENFRASU:

1. Unified Monitoring & Management:

- All-in-one monitoring for network, server, and applications on a single dashboard.
- Unified console for Network management, Flow and log monitoring
- Network topology views: Logical relationships and dependency mapping.
- Web-based intuitive GUI for EMS, Help Desk/Service Desk.

2. Dashboards & Accessibility:

- RBAC – Role Base Access Control to provide complete control on user access.
- Central Dashboard that provides a unified view of data from multiple sources
- Multiple & Customized dashboards Via Widgets.
- Centralized log aggregation and analysis.
- Auto ticketing with integration to ITSM/ServiceDesk/Helpdesk.
- Supports metrics correlation, integration, and visualization.

3. Metrics & Monitoring:

- Network Device Monitoring: Routers, switches (L2 & L3), firewalls, etc.
- Metrics: CPU, Memory, Disk, Temperature, Fan speed, RTT, Packet loss, Latency, etc.
- Server and Virtualization Monitoring:
- Tools: PowerShell, WinRun, SSH.
- Metrics: RPS, Uptime, Errors, Thread count, ART/PRT.
- Database Monitoring:
- Metrics: Memory, Cache, Sessions, Buffers, Locks, Pages, Query Details, Transaction Details.
- SLA Performance Monitors:
- Metrics: Jitter, Latency, Packet loss.
- Network Flow Automation and Interface Monitoring (LAN/WAN).

4. Alerts & Notifications:

- Advanced Alarm Filters and correlation.
- Alarm/Event Suppression and RCA (Root Cause Analysis).
- Notification channels: Email, SMS, and other interfaces.
- Support for SNMP traps and syslog.

5. Security & Compliance:

- Supports FCAPS (Fault, Configuration, Accounting, Performance, Security).
- File Integrity Management.
- NMS Diagnostic Tools with remedial actions.
- Enforces Runbook Policies for auto-remediation.
- Integration with AD and LDAP.

6. Advanced Capabilities:

- Data drill-down for detailed insights.
- Smart Rack Monitoring for proactive management.
- Supports IPv4, IPv6, and enterprise MIB for performance management.
- Inventory views for L3 VPNs and detailed views for VPWS/VPLS.
- Context-aware RCA for issue identification

7. Architecture & Scalability:

- **Plug-in-based architecture** with REST API for seamless integration.
- **Scalable deployment**: Centralized and distributed deployment with multiple remote Pollers.
- **Supports multi-tenancy** for managing multiple environments.
- Role-based access for enhanced security and control.
- **High Availability** and on-premise/cloud deployment options.
- **Customizable Business Hours** for flexibility.

8. Deployment Features:

- **OS Support:** Window/ Linux (all versions).
- **Centralized and distributed remote polling engines** for site-to-site monitoring.
- Integration with existing infrastructure, including ITSM and Help Desk tools.
- Multiple concurrent admin web sessions.
- **Custom script support** for extended functionality.

LIST OF SUPPORTED INFRASTRUCTURE:

Cloud Platforms	Virtualization Platforms	Container Platforms
AWS Azure GCP DigitalOcean OCI	VMware vSphere/ESXi Proxmox KVM Hyper-V XenServer	Kubernetes OpenShift Swarm

Networking Platforms and Devices	Load Balancers	Firewall and Security
Cisco Juniper Arista Huawei HP Dell EMC MikroTik	HAProxy Nginx F5 Networks	pfSense OPNsense Cisco ASA Fortigate Ubiquiti

Databases	Web Servers and Application Servers	Other Integrations
MySQL MariaDB PostgreSQL MongoDB Redis Cassandra Elasticsearch MSSQL	Apache HTTP Server Nginx IIS Tomcat Jboss	Slack Telegram PagerDuty MS Teams

ARCHITECTURE AND DESIGN:

- **Web Interface:** Built with PHP, HTML5, and JavaScript, the web interface provides a modern and responsive user experience for managing devices, monitoring network performance, and configuring alerting.
- **Polling Mechanism:** Devices are polled using SNMP, ICMP, and other protocols, with data stored in the database for historical tracking and analysis.
- **Database:** MySQL or MariaDB databases store network data, configuration details, device information, and logs, ensuring efficient and scalable data storage.
- **Graphing and Data Visualization:** RRDTool is utilized for efficient time-series data storage and graphing, allowing for rich and interactive visualizations of network performance metrics.
- **API:** The REST API provides programmatic access to Infraknit NMS, enabling automation, integration with external systems, and data retrieval.

SUPPORTED PROTOCOLS:

- **SNMP:** v1, v2c, v3 for device polling.
- **ICMP (Ping):** For basic network connectivity monitoring.
- **Syslog:** For centralized log management and event monitoring.
- **LLDP:** For discovering device relationships in the network.
- **HTTP(S):** For monitoring web servers and services.
- **NTP:** For monitoring network time synchronization.
- **IPMI:** For monitoring hardware health on supported devices.

INTEGRATION CAPABILITIES:

- **Automating Discovery:** automatically discover different type of heterogeneous devices. (SNMP discovery or any other mechanism with inclusion and exclusion list of IP address or devices
- **Alerting Systems:** Integration with alerting platforms such as Slack, Microsoft Teams, PagerDuty, and others for real-time notifications.
- **Ticketing Systems:** Integration with popular ITSM tools like Jira, ServiceNow, and Zendesk for automated ticketing and incident management.
- **External Monitoring Systems:** Integrate with other monitoring tools or centralize monitoring via API or webhooks.
- **Authentication:** Integration with LDAP, Active Directory, or OAuth for seamless user authentication.

PERFORMANCE AND SCALABILITY:

- **Polling Interval:** Polling intervals are customizable, with default intervals of 5 minutes for devices. Shorter intervals can be configured for more sensitive devices.
- **Scaling with Distributed Pollers:** Infraknit NMS is designed to scale with the size of your network. It supports distributed pollers for efficient network-wide monitoring.
- **High Availability:** Multiple-server configurations and clustering are supported for ensuring continuous monitoring even in case of server failure.

SECURITY FEATURES:

- **Role-Based Access Control (RBAC):** Enforce strict user access management by controlling access to specific devices and features within the system.
- **Two-Factor Authentication (2FA):** Add an extra layer of security by requiring 2FA during the user login process.
- **Encryption:** All data transmitted via the web interface and API is secured using SSL/TLS encryption.
- **Audit Logs:** Maintain detailed logs of all configuration changes, system access, and user activities for accountability.

DEPLOYMENT OPTIONS:

- **On-Premise Deployment:**
  - Install EnfraSu on internal servers for full control.
  - Customizable configurations and security measures.
- **Cloud Deployment:**
  - Hosted on cloud platforms, scalable to meet organizational demands.
  - Managed services for cloud hosting with automated backups and updates.

LIST OF SUPPORT OEMS (Partial List) :

- 1C
- 3COM
- 3CX
- AAA
- ACTIDATA
- ACTIVEMQ
- ACTIVE DIRECTORY
- ADAPTEC
- ADVA
- AIX
- AKCP
- ALCATEL LUCENT
- ALVARION
- AMD
- ANDROID
- ANSIBLE
- ANTIVIRUS
- APACHE
- APACHE SPARK
- APC
- APPDYNAMICS
- ARANET
- ARBOR
- ARCSERVE
- ARDUINO
- ARISTA
- ARUBA
- AS400
- ASIGRA
- ASTERISK
- ASUS
- ASUSTOR
- AVAYA
- AVID
- AVTECH
- AWS
- AWS EC2
- AWS RDS
- AWS S3
- AXIGEN
- AXIS
- BACKUP
- BACKUPPC
- BACULA
- BALABIT
- BANKING
- BIGPANDA
- BLUE COAT
- BMC CONTROL M
- BMCREMEDY
- BREVIS ONE
- BROCADE
- BROTHER
- BUFFALO
- CALIX
- CANON
- CASSANDRA
- CENTOS
- CEPH
- CERTIFICATE2
- CHAT
- CHECKPOINT
- CHEF
- CHEM
- CHROME
- CIENA
- CISCO
- CISCO MERAKI
- CITRIX
- CLICKHOUSE
- CLICKSEND
- CLOUD
- CLOUDFLARE
- CLOUDSTACK
- CLOUDWATCH
- CLOUD FOUNDRY
- COCKROACHDB
- COMMUNITY
- CONFLUENCE
- COREOS
- COUCHBASE
- CTCU
- CZ
- DAHUA
- DATABASE1
- DATACOM
- DB2
- DCM
- DE
- DEBIAN
- DELL
- DELL EMC
- DELTAPOWER
- DEVA
- DIGISOL
- DIGITAL DEVICES
- DISCORD
- DLINK
- DOCKER
- DOMINATION
- DRUPAL
- E2GUARDIAN
- EATON
- ELASTIC
- ELTEK
- ELTEX
- EMBY
- EMERSON
- ENGETRON
- ENLOGIC
- ENTEL
- ENVOY PROXY
- EOCORTEX
- ETCD
- EXCHANGE
- EXPRESS
- EXTREME
- F5
- FACEBOOK
- FAIL2BAN
- FIBERHOME
- FIREFOX
- FLOCK
- FLOWDOCK
- FOCCOERP
- FORTINET
- FREEBSD
- FREENAS
- FREESWITCH
- FRESHDESK
- FRONIUS
- FURUKAWA
- GALERA CLUSTER
- GAMMU
- GENERAL ELECTRIC
- GERAL
- GIT
- GITLAB
- GITTER
- GLASSFISH
- GLPI
- GLUSTERFS
- GO
- GOOGLE CHAT
- GOOGLE CLOUD
- GOOGLE MAPS
- GOV
- GRAFANA
- GRAYLOG
- GRIDDB
- GRIDGAIN
- GUDE SYSTEMS
- H3C
- H5 NETWORK
- HADOOP
- HAPROXY
- HASHICORP CONSUL
- HASHICORP VAULT
- HEALTH
- HIKVISION
- HIPCHAT
- HITACHI
- HONEYWELL
- HPE
- HPUX
- HUAWEI
- HWG
- HYPER V
- IBM
- ICINGA
- ICINGA2
- IGNITE
- IIS
- ILERT
- INFINERA
- INFLUXDB
- INFORM
- IM MEMORY DATABASE
- INODE
- INSPUR
- INTEL
- INTELBRAS
- INTERSYSTEMS
- INVICTADESK
- IOS
- ITCONCIERGEPRO
- ITOP
- ITWD
- IT
- JABBER
- JANITZA
- JASPERREPORTS
- JAVA
- JAVASCRIPT
- JBOSS
- JCI CONTROLLERS
- JENKINS
- JIRA
- JQUERY
- JULIA
- JUNIPER
- KAFKA
- KAMAILIO
- KASPERSKY
- KERIO
- KIK
- KONICA MINOLTA
- KUBERNETES
- KVM
- KYOCERA
- LANTRONIX
- LARAVEL
- LDAP
- LEGRAND
- LENOVO
- LEUCOTRON
- LEXMARK
- LIGHTTPD
- LINE
- LINUX & VARIANTS
- LOGSTASH
- LUCIDWORKS
- MACOS
- MANAGEENGINE
- MARKETING
- MATRIX
- MATTERMOST
- MCAFEE
- MDAEMON
- MELLANOX
- MEMCACHED
- MESOS
- METEO
- MICROFOCUS
- MICROSOFT AZURE
- MICROSOFT SQL SERVER
- MICROSOFT WINDOWS
- MICROTEK
- MIKROTIK
- MIMOSA
- MINUTEMAN
- MITEL
- MOBOTIX
- MODBUS
- MONGODB
- MORNINGSTAR
- MQTT
- MSTEAMS
- MYSQL
- NAGIOS
- NAKIVO
- NATEKS
- NATUREREMO
- NEC
- NETAPP
- NETGEAR
- NETWORK
- NEVIS
- NEWTEC
- NEXGENWORKS
- NEXTCLOUD
- NGINX
- NODEJS
- NOISYPEAK
- NUTANIX
- NVIDIA
- ODBC
- OKI
- OKTA
- OMRON
- ONLINE USV
- OPENBATON
- OPENBSD
- OPENFIRE
- OPENGEAR
- OPENLDAP
- OPENSHIFT
- OPENSTACK
- OPENVPN
- OPENWEATHER
- OPNSENSE
- OPSGENIE
- ORACLE
- ORACLE SOLARIS
- ORBAN
- OTRS
- OVERLANDTANDBERG
- OVIRT
- PAGERDUTY
- PALO ALTO NETWORKS
- PANASONIC
- PAPERCUT
- PARKS
- PDF
- PEPLINK
- PERCONA
- PERL
- PFSENSE
- PHP FPM
- PHP
- PI HOLE
- PLESK
- POSTFIX
- POSTGRESQL
- POTATO CHAT
- POWERBI
- POWERCOM
- POWERDNS
- POWERSHELL
- POWERTEK
- PRINTER
- PRODIGITAL
- PROMETHEUS
- PROXIMVISION
- PROXMOX
- PRTG
- PUPPET
- PUSHBULLET
- PUSHOVER
- PUSHSAFER
- PYTHON
- QBITTORRENT
- QCT
- QEMU
- QLOGIC
- QNAP
- QSAN
- QTECH
- QUAGGA
- QUANTUM
- RABBITMQ
- RACOM
- RAD
- RASPBERRY PI
- REACT
- REDHAT
- REDIS
- REDMINE
- REPOTEC
- RETAIL
- RDBMS
- RIAK
- RICOH
- RIELLO
- RITTAL
- RRDTOOL
- ROCKETCHAT
- RSS
- RSYSLOG
- RUBY
- RUCKUS
- RUIJIE
- RYVER
- SAF
- SALTSTACK
- SAMSUNG
- SAP
- SCHEDULE
- SCHNEIDER
- SCI
- SCOM
- SEAGATE
- SECURE64
- SELINUX
- SENTRY
- SERVER
- SERVERSCHECK
- SERVICENOW
- SHAREPOINT
- SHARP
- SHELLY
- SIEMENS
- SIEMENS
- SIGNAL
- SIGNL4 ROUND
- SKYPE
- SLACK
- SMARTCTL
- SMS
- SMSEAGLE
- SNMP
- SNR
- SOCOMEC
- SOLARIS
- SOLARWINDS
- SOLR
- SONICWALL
- SOPHOS
- SPACE
- SPICEWORKS
- SPLUNK
- SQUADCAST
- SQUID
- SSL
- SSLLABS
- STORMSHIELD
- SUGON
- SUPERMICRO
- SUSE
- SYNOLOGY
- SYSAID
- SYSTEMD
- T3000 CONTROLLERS
- TABLEAU
- TEDN GORIRACK
- TEJAS
- TELEGRAM
- TELOS
- TERACOM
- THECUS
- TIDB
- TIMESCALEDB
- TINTRI
- TIVOLI
- TOMCAT
- TOPDESK
- TOTVS
- TP LINK
- TRASSIR
- TRAVIS CI
- TRUENAS
- TSM
- TWILIO
- TYAN
- UBIQUITI
- UBUNTU
- UPS
- VAGRANT
- VARNISH
- VEEAM
- VERITAS
- VERTICA
- VERTIV
- VIBER
- VICTOROPS
- VIRTUALBOX
- VIRTUOZZO
- VIZRT
- VK
- VM1
- VMMANAGER
- VMWARE
- VOLT
- VONAGE
- VPN
- VULNERS
- WATCHGUARD
- WEBSPHERE
- WECHAT
- WD
- WHATSAPP
- WILDFLY
- WIREGUARD
- WITEK
- WITTLEB
- WMI
- WORDPRESS
- XEN
- XEROX
- XIAOMI
- XMATTERS
- XMPP
- XSKY
- YADRO TATLIN
- YEASTAR
- ZABBIX
- ZAMMAD
- ZENDESK
- ZENDUTY
- ZENOSS
- ZIMBRA
- ZOHO
- ZOOKEEPER
- ZOOM
- ZTE
- ZYXEL

NETWORK MONITORING SYSTEM:

Infraknit NMS is an advanced, network management system designed to monitor the health, performance, and availability of network infrastructure. It provides real-time insights into the operational status of devices such as routers, switches, servers, and virtual machines. Infraknit NMS supports automatic discovery, robust alerting, real-time monitoring, and detailed reporting to ensure a proactive and reliable network management approach.

KEY FEATURES OF NMS:

1. Unified Monitoring:

- Simplified, comprehensive monitoring interface.
- Real-time network performance and availability monitoring.
- Wireless device monitoring, including Wireless LAN Controllers (WLC) and Access Points (AP).
- Cloud services monitoring for enhanced visibility.
- Process and service monitoring capabilities.
- Service check monitoring for protocols and services (e.g., Ping, Port, URL, RADIUS, NTP, Domain, DNS, FTP, Email, SSL Certificates)

2. Customization and Architecture:

- Flexible custom monitoring to suit specific needs.
- Open architecture ensures a future-ready, scalable solution.
- Deployable on both on-premise and cloud infrastructures.

3. Configuration and Management:

- Efficient configuration management for seamless operations.
- Fault and performance management for quick issue resolution.
- Distributed monitoring via Remote Polling Engines (RPE).
- Role-based access control with file integrity verification.
- Automated and manual network discovery, rediscovery, and node management.
- Exclude non-working nodes to streamline operations.
- Unified event, fault, performance, and capacity management through a single collector.

4. Topology and Visualization

- Vendor-agnostic network topology visualization.
- Color-coded topology maps for intuitive insights.
- Dependency visualization to improve decision-making.
- Supports Layer 2 (L2) and Layer 3 (L3) connectivity and mapping.

5. Agents and Monitoring:

- Single agent supports metrics, logs, and events.
- Agent-based and agentless monitoring options available.
- Centralized console for agent management and control.
- Simplified node management using a unified agent.

6. Alerts and Notifications

- Intelligent alerting with dynamic baselining.
- Adaptive and static threshold-based notifications.
- Predictive analysis leveraging historical trends.
- AI/ML-driven anomaly detection for early warnings and outlier detection.

7. Reporting and Runbook:

- Automated subnet rediscovery for updated infrastructure mapping.
- Exportable reports in PDF and Excel formats for easy sharing.
- Customizable Runbook workflows for tailored operational efficiency.

8. Performance Monitoring:

- Real-time monitoring of CPU, storage, and memory utilization.
- Early detection of network outages, protocol failures, and failed services.
- Configurable polling intervals for detailed insights.

9. Server and Application Monitoring:

- Holistic monitoring for OS, applications, databases, and web servers.
- Real-time insights across diverse operating systems.
- Virtualization monitoring for optimized server performance.
- Application, process, and service monitoring with Runbook customization.
- Supports Agent-based and Agent less Monitoring.
- File, directory, and cloud service monitoring to enhance server management.

Flow Monitoring Solution

1. Traffic Capture:

- Monitors network traffic by capturing flow data from devices such as:
  Cisco NetFlow v5 or v9, Juniper J-Flow, IPFIX, sFlow, Net Stream, and sampled NetFlow.
- Capable of alternatively capturing flow data through packet capture.

2. Bandwidth Analysis:

- Identifies which users, applications, protocols, countries, AS numbers, top routers, and interfaces consume the most bandwidth.
- Highlights IP addresses of the top bandwidth consumers and identifies unwanted bandwidth usage.

3. Data Retention:

- Stores all flow data without rollups or loss during the retention period, ensuring data integrity for security and audit purposes.

4. Traffic Source Correlation:

- Associates traffic from different sources with application names.

5. Quality of Service (QoS) Monitoring:

- Monitors Class-Based Quality of Service (CBQoS) policies to ensure traffic prioritization is effective and business-critical applications receive priority.
- Supports CBQoS nested policies and tracks Type of Service (ToS), Differentiated Services Codepoint (DSCP), Per-Hop Behavior (PHB), BGP AS, and NEXT HOP.

6. Granularity and Scalability:

- Provides flow analysis and can monitor up to 1 Lac flows per second using advanced optimization techniques.
- Real-time traffic analysis, including alerts for traffic to known malicious domains.

PATCH MANAGEMENT:

The Patch and Package Deployment module offers a robust solution for efficient software management by centralizing patch and package handling. It ensures systems remain secure and updated through automation, providing administrators with detailed control over deployment processes, schedules, and endpoints.

KEY FEATURES :

- **Centralized Patch/Package Repository:** A unified location for managing all patches and software packages.
- **Automated Patch Deployment:** Detects and deploys missing patches seamlessly for Windows and Linux systems.
- **Comprehensive Package Management:** Enables the deployment, tracking, installation, and uninstallation of software packages.
- **Flexible Scheduling:** Schedule patches and updates to minimize disruption.
- **Customizable Deployment Policies:** Control deployment initiation, set reboot rules, manage user interaction, and send notifications.
- **Support for Remote Offices and Relay Servers:** Ensures smooth deployment across distributed networks.
- **Endpoint Management:** Define scope and control updates at the endpoint level.
- **Automatic Patch Testing:** Test patches before deployment to ensure stability.
- **Patch Approval Workflow:** Implement policies for approving patches before deployment.
- **Detailed Deployment Notifications:** Keep users informed throughout the update process.
- **Registry-Based Deployments:** Extend deployment options through registry configurations.

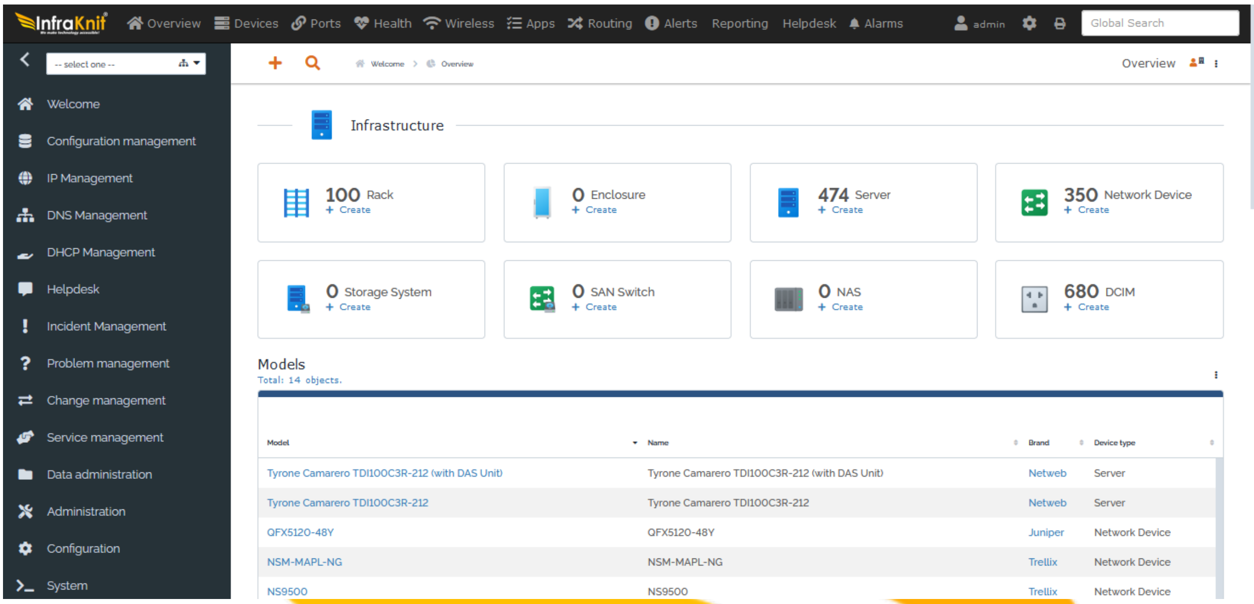
NETWORK CONFIGURATION MANAGEMENT:

- Remote access via Telnet / SSH to target CLI-based Network Devices
- Single click detects, compare & alert on changes based on which decision could be made for rollback or implementation of changes

  a) Capture running configuration
  b) Capture start- up configuration
  c) Upload configuration
  d) Write start-up configuration
  e) Upload firmware
  f) set rescue Configuration Point
- Support rollback to a previous configuration
- Support multiple commands with multiple parameters at a time for individual location
- Synchronous or asynchronous automated email notifications
- Able to track and detect any configuration changes and alert accordingly.
- Capacity management. Subnet occupancy rates are displayed and alarms can be generated when user defined threshold are reached
- Sync at any point of time between NMS and NCCM either by pointing same CMDB instance or on real-time basis synchronization
- Correlation between faults, TCAs and the configuration changes on real time basis and Root Cause Alerts generation.
- Support different levels of severity or urgency (for example, critical, severe or warning)
- Full history of modifications & audit trail up to 12 Months.
- provide a single sign on (SSO) feature for specific users, once enabled these users will be able to log in to the device(s) directly from NCCM tool.
- Follow an approval-based system wherein changes can be performed only after required approvals are passed
- Option to integrate with Change Management module of other ITSM tools for the approval process
- Authorization through a centralized control model to Manage device access

INTEGRATED HELPDESK - OPFRASU

InfraKnit Helpdesk consists of many channels of communication that allow people to raise a support request and get it answered in very less time. Our helpdesk is an essential function in an organization that is required to resolve requests, issues, or complaints promptly. Our product is equipped with ITIL Compliant System, CMDB, Workflow, Rule Engine, SLA, Attribute & Entity Management and many more features, all integrated and bundled on the same platform.



Infrastructure

100 Rack + Create
0 Enclosure + Create
474 Server + Create
350 Network Device + Create
0 Storage System + Create
0 SAN Switch + Create
0 NAS + Create
680 DCIM + Create

Models
Total: 14 objects.

Model	Name	Brand	Device type
Tyrone Camarero TDI100C3R-212 (with DAS Unit)	Tyrone Camarero TDI100C3R-212 (with DAS Unit)	Netweb	Server
Tyrone Camarero TDI100C3R-212	Tyrone Camarero TDI100C3R-212	Netweb	Server
QFX5120-48Y	QFX5120-48Y	Juniper	Network Device
NSM-MAPL-NG	NSM-MAPL-NG	Trellix	Network Device
NS9500	NS9500	Trellix	Network Device

KEY FEATURES:

1. Incident Management:

- Track and resolve service disruptions and interruptions.
- Prioritize, categorize, and escalate incidents based on severity.
- Automated workflows for incident resolution and ticket assignment.
- Service Level Agreement (SLA) tracking for response and resolution times.
- Self-service portal for users to report and monitor incidents.

2. Problem Management:

- Identify and address root causes of recurring incidents.
- Create links between incidents and known problems for better troubleshooting.
- Track progress and resolution of problems.
- Root Cause Analysis (RCA) for continuous improvement.

3. Change Management:

- Comprehensive change management workflows to ensure smooth changes to IT infrastructure.
- Risk and impact analysis tools for change requests.
- Automated approval processes and scheduling for change implementation.

- Change calendars for better visibility and planning.
- Traceability of changes linked with incidents and problems.

4. **Configuration Management (CMDB):**
    - Centralized repository for tracking Configuration Items (CIs) and IT assets.
    - Visualize dependencies between infrastructure components.
    - Real-time discovery of network topology and IT asset mapping.
    - Automated lifecycle tracking for each CI / Asset.
5. **Service Request Management:**
    - User-friendly self-service portal for submitting service requests.
    - Extensive service catalog offering pre-defined service templates.
    - Approvals and workflows to ensure proper service request handling.
    - SLA management for on-time delivery and fulfillment.
6. **Knowledge Management:**
    - Knowledge base for creating and sharing best practices and solutions.
    - Integration with incident and problem management for quick access to resolutions.
    - Self-service access to knowledge articles for end-users.
7. **Multi-tenant Support:**
    - Support for multiple organizations (tenants) within the same instance.
    - Full data segregation and management for each tenant.
8. **Automation & Workflows:**
    - Flexible automation rules for incident escalation, resolution, and notifications.
    - Configurable workflows tailored to specific ITSM processes and business needs.
    - Task assignments based on dynamic rules.
    - incident logging and notification alerts/events via e-mail or SMS.
9. **Reporting & Dashboards:**
    - Customizable reports on incidents, problems, service requests, changes, and other processes.
    - Real-time dashboards with Key Performance Indicators (KPIs).
    - SLA compliance tracking and performance insights.
10. **Security and Access Control:**
    - Role-based access control (RBAC) for fine-grained permissions.
    - Multi-factor authentication (MFA) for enhanced security.
    - Audit logs and compliance tracking for monitoring user activities and system changes.
    - Handles Large numbers of Tickets based on incident, Service, Problem, Change & Configuration etc.

11. SLA & SLT Management:

- Real-time Monitoring
- Breach Alerts and Escalations
- Integration with ITSM Tools
- Reporting and Analytics

12. Asset & Inventory Management:

- Manage up-to-date Asset & Inventory for your organization and visualizing the capacities in-terms of usage or wastage
- Extensive Asset Information & Life Cycle Management
  - a) Purchase date
  - b) End of Warranty
  - c) End of Sale
  - d) End of Life
  - e) End of Support
  - f) Scheduled Preventive Maintenance Date
- Advance Notification for asset management

13. LDAP/AD/AAA Integration

14. ITIL Compliant Helpdesk

15. Organization, Team & Contact Management

16. IP Address Management (IPAM)

17. DNS & DHCP Management

18. Unified Dashboard with RBAC Integrated OS, UI, Applications & Database

19. Customizable Workflows:

- Fully customizable workflows for each service management process.
- The life cycle of the tickets or the list of tasks to perform for the achievement of a process can be set to fit each organization.

20. Email, SMS, IVR & CTI Integration****:**

- Send notifications and updates about incidents and service requests.

21. Mobile Application****:**

- mobile app for Android and iPhone users

22. User Accessibility****:** Supports large no. of Concurrent Users

REPORTING:

Infraknit EMS Plateform provides various reporting features to help users track and analyze network performance, device statuses, and other critical metrics

KEY REPORTING FEATURE:

1. **Network Performance Reports**
   - **Availability Reports:** Track uptime and downtime for monitored devices.
   - **Interface Utilization Reports:** Provides details on bandwidth utilization across network interfaces.
   - **CPU and Memory Usage Reports:** Monitors and reports system resource utilization.
2. **Alert and Event Reporting**
   - **Alert History:** View historical data on triggered alerts, their resolution, and acknowledgment status.
   - **Event Logs:** Track events like configuration changes, outages, or SNMP failures.
   - **Custom Filters:** Use filters to generate reports based on specific events or alerts.
   - Dashboard able to provide reports across domains.
3. **Inventory Reports**
   - **Device Inventory:** Lists all monitored devices with details like IP address, hostname, and device type.
   - **Port and Interface Reports:** Details about active and inactive ports/interfaces.
   - **Software/Hardware Details:** Captures device-specific details like firmware versions and hardware models.
4. **Traffic and Bandwidth Reports**
   - **Netflow Integration:** Generates traffic flow reports when integrated with Netflow tools.
   - **Top Talkers:** Identifies the highest bandwidth-consuming devices or interfaces.
   - **Historical Data:** Provides graphs and reports for traffic trends over time.
5. **Health Monitoring Reports**
   - **Environmental Monitoring:** Tracks metrics like temperature, humidity, and power usage on supported devices.
   - **Hardware Health:** Monitors component health, such as CPU, Memory & disk space and fan speed.

6. **SLA Reports**

   - reports SLA compliance using metrics like latency, packet loss, and jitter.
   - Graphical representation of SLA performance trends.

7. **Scheduled Reporting**

   - **Automated Report Generation:** Set up periodic reports for metrics like uptime, bandwidth usage, and interface errors.
   - **Email Notifications:** Automatically send reports to designated recipients.
   - **Custom Time Frames:** Generate reports for specific time periods (daily, weekly, monthly, Half Yearly & Yearly).

8. **Data Export**

   - Export data in CSV or JSON formats for integration with external tools or further analysis.
   - Compatible with third-party BI and analytics tools.

9. **Integration with External Reporting Tools**
   - **APIs:** to fetch data for integration with custom reporting systems.
   - **Third-party Integrations:** Combine with Grafana, InfluxDB, or ElasticSearch for advanced reporting and visualization.

10. **Compliance and Audit Reports**

    - Provides historical compliance reports for device configurations.
    - Tracks changes to ensure network devices meet organizational standards.

11. **Customizable Layouts:**

    - Create static or dynamic layouts using tables, charts, and sub-reports.

12. **Multi-Format Output:**

    - Export reports to formats like PDF, Excel, HTML, CSV, Word, XML, and more.

13. **Ad Hoc Reporting:**

    - Empower users to create their own reports with minimal training.

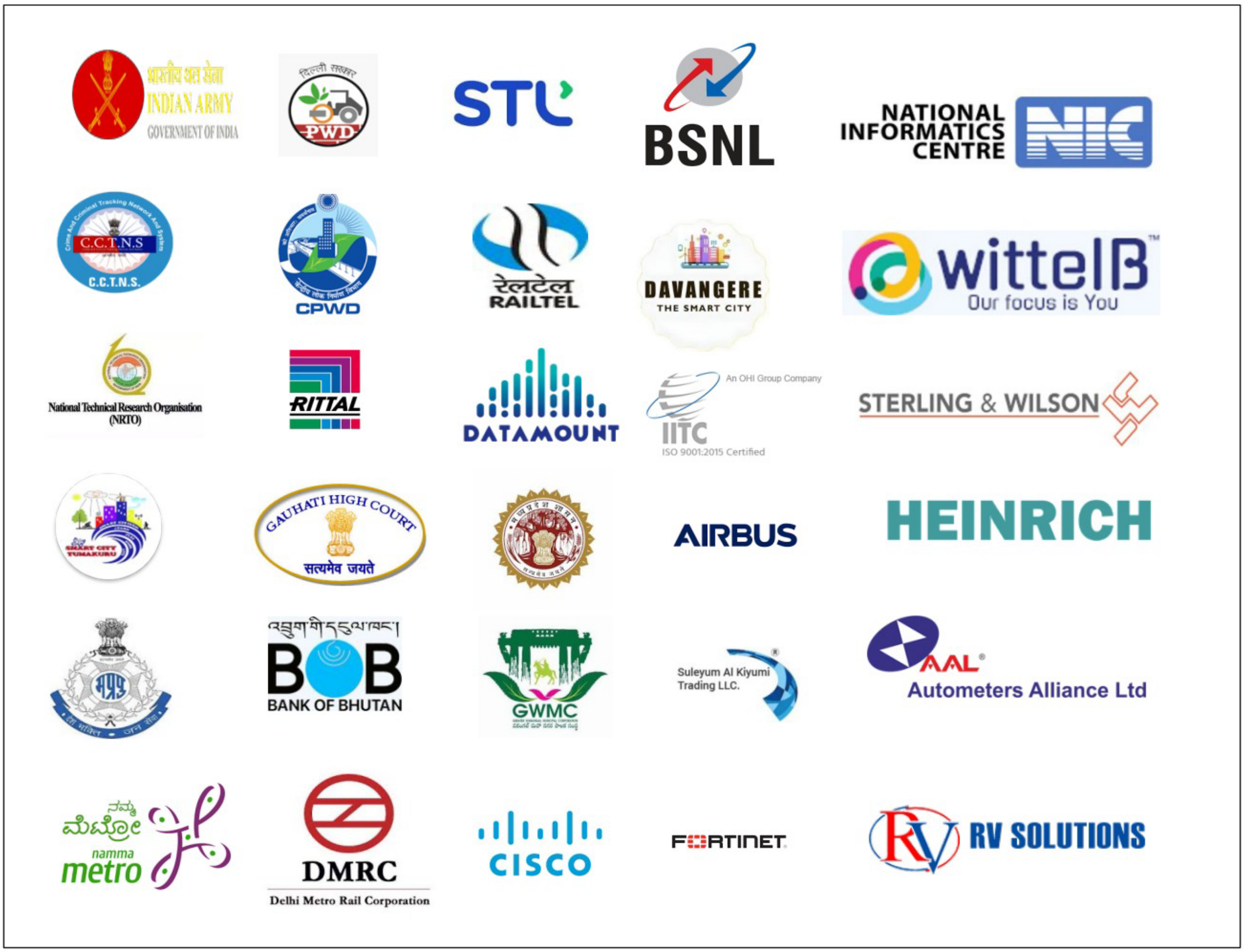
14. **Report Repository:**

    - Automated reports get saved into any specific folder or drive.

15. **Correlation Report:**

    - It also provides a correlation report between all major network devices to determine if there is any degradation in these devices.

OUR CREDENTIALS



ACCREDITATIONS

- ISO 9001:2015
- ISO 14001:2015
- ISO 27001:2018
- ISO/IEC 27000:2018
- ISO/IEC 27034-1:2011
- IATF 16949:2016
- CIS Benchmark
- ITIL V4
- CMMI LEVEL 3

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