



Product Datasheet

IDCS

InfraKnit IDCS Datacenter Infrastructure Management (DCIM) is a next-generation digital datacenter transformation platform for datacenters. Our product will help you in Finding the answers, taking actions and you becoming a problem-solver. You will find flexibility and scalability in your own ways. We will keep you curious on you DC insights, meaningful statistics, and you will always be in the loop. That is how we define Tackling your monitoring challenge. This is how we deliver the world's best Analysis Dashboard's and Reports.

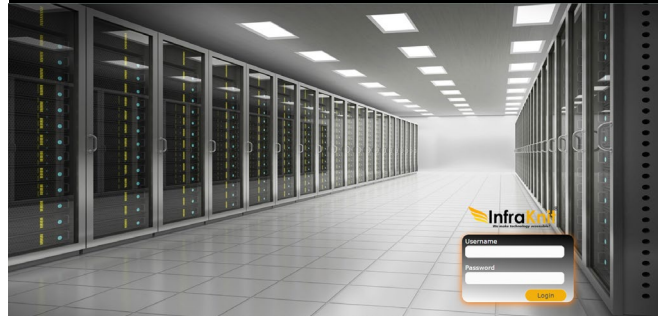


About Us

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

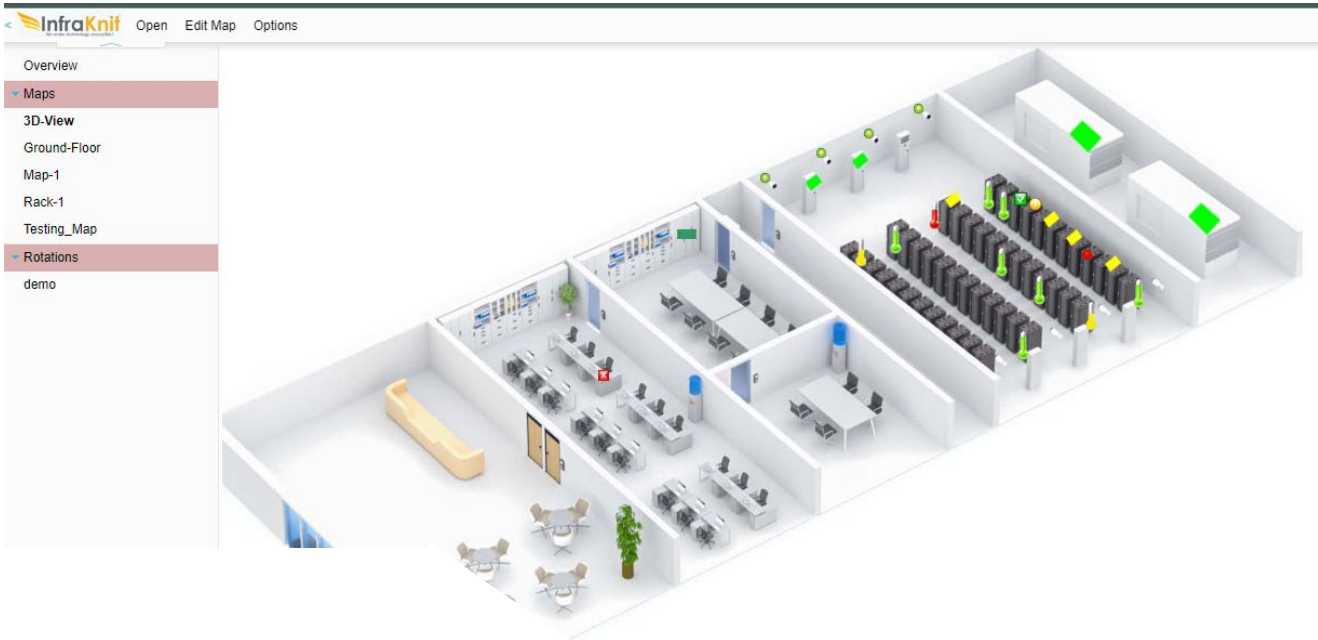
As an Infrastructure management software firm, InfraKnit places a strong emphasis on delivering adaptable solutions that cater to businesses of all sizes, without regard to their financial constraints.

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.



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DCIM (Datacenter Infrastructure Management)

DCIM software is used to monitor, measure, and manage data centers, covering both IT equipment and supporting infrastructure such as power and cooling systems. It is intended to help managers achieve maximum energy efficiency and to help prevent equipment problems that lead to downtime.

The operational teams need real-time data from multiple sources and do an intelligent co-relation of incidents and impact on the infrastructure. To cater this InfraKnit developed IDCS (DCIM) to bring Ease of Management for entire Datacenter infrastructure.

Elemental Specifications

- ❖ Unified Dashboard Management
- ❖ Power Monitoring
- ❖ CUE Analysis
- ❖ Cooling Monitoring
- ❖ Temperature and Humidity Monitoring
- ❖ Fire Alarm, CCTV & Access control Monitoring
- ❖ UPS Monitoring
- ❖ Multi-site remote Management
- ❖ Integrated Helpdesk

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Key Features

- Web based secured Unified Dashboard
- Optimization with reference to CUE
- Fault Management
- Performance Management
- Configuration Management
- SLA & SLT Management
- Root Cause Analysis
- Incident Management
- Report builder, Notification Manager (e-Mail, SMS, IVR)
- Interactive Charts & Graphs

InfraKnit Certifications

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



Detailed Features

- Unified Web-based Secure Interactive Dashboard with RBAC
- Fault Management
- Performance Management
- Standalone & * Distributed Models
- Centralized Monitoring of Distributed Setups
- Rack Asset Inventory
- Heatmap for Rackspace
- Add ON (Optional), * IT System Monitoring (* Server, * Network, * Storage, * Firewall, * Virtual)
- Rackspace Capacity Insights
- On-Demand CFD View for Rackspace (Computational Fluid Dynamics)
- Resource Forecasting & Predictions
- SLA Management
- Event Console with Threshold & Alarms
- Notification Manager (SMS, eMail, IVR)
- Incident Ticketing
- Realtime Interactive Charts & Graphs
- Out-of-box Reports & Reports Designer
- Support for Industry Interfaces: RS232, RS485, RJ45, AI/AO, DI/DO, NO/NC, RF, IoT.
- Support for Industry Protocols: Modbus, BACnet, Profinet, MBus, IP, TCP, UDP, SNMP, OPC, ASCII, SQL, SNMP, Web Services, HTTP/S, XML/SOAP, REST, CLI & Custom.
- Integration of BMS & BAS

Service Level Agreements
Total: 25 objects

SLA	Name	Provider
Active_Energy_Inst_SLA	Active_Energy_Inst_SLA	InfraKnit
Current_SLA	Current_SLA	InfraKnit
Digital_Input_1_SLA	Digital_Input_1_SLA	InfraKnit
Digital_Input_2_SLA	Digital_Input_2_SLA	InfraKnit
Digital_Input_3_SLA	Digital_Input_3_SLA	InfraKnit
Digital_Input_4_SLA	Digital_Input_4_SLA	InfraKnit
Digital_Input_5_SLA	Digital_Input_5_SLA	InfraKnit
Digital_Input_6_SLA	Digital_Input_6_SLA	InfraKnit
Digital_Input_7_SLA	Digital_Input_7_SLA	InfraKnit
Digital_Input_8_SLA	Digital_Input_8_SLA	InfraKnit
Frequency_SLA	Frequency_SLA	InfraKnit
Humidity_SLA	Humidity_SLA	InfraKnit
Power_Factor_SLA	Power_Factor_SLA	InfraKnit
Prime_Test_Availability_SLA	Prime_Test_Availability_SLA	InfraKnit

Key Performance Indicators for:

- Power
- Cooling
- Safe & Security
- Fire Alarm
- Fire Suppression
- Sensors (Temperature, Humidity, CO2, NO2, SO2)
- Water Leak Detection
- Rodent Repellent Detection
- Modular Plug-ins for Future Monitoring
- Customization & Development of Symbols & Models for Visualizations
- Preventing downtime.
- Remote monitoring and management.
- Managing equipment from multiple vendors.
- Dealing with a large number of sites with limited or no IT staff.

Integrated Helpdesk- Operations & Maintenance

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.

InfraKnit Helpdesk can be positioned as-

- IT Helpdesk - Manage organization IT support function. Save your agents time and enable them to provide the highest level of customer service and satisfaction.
- Infrastructure Helpdesk - Manage functions like onboarding, offboarding, record, register, reconcile, analyze, and forecast consumptions.
- Facilities Helpdesk - Manage support services related to locations, building and equipment's, or Input Output Attributes.
- Customer Support Helpdesk - Answer & Resolve customer requests.
- Business Operations Helpdesk - Manage operations of any business unit, e.g., logistics, marketing, and maintenance operations, small or big.
- Vendor and Partner Support Helpdesk - Manage communication with vendors and suppliers.
- Enforce Runbook Policies for Auto-remediation
- Role Based Access for Security and Better Control
- On-premise and Cloud deployment
- Multiple concurrent Admin web sessions
- Predefined as well as customized reports

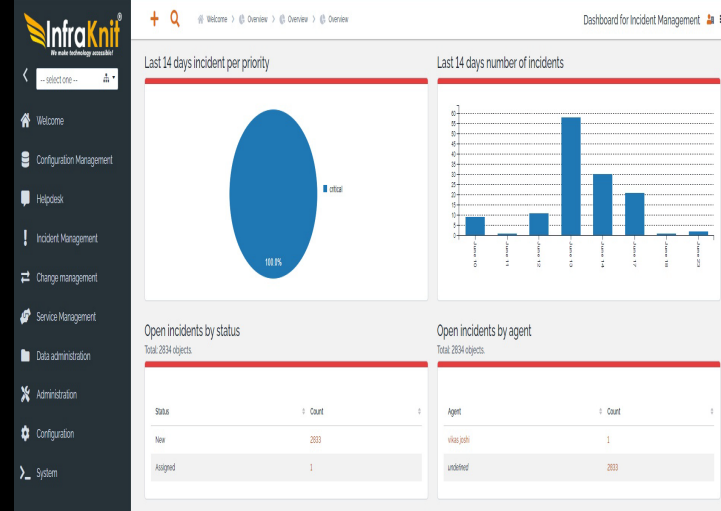
DATA CENTER RACK VIEW



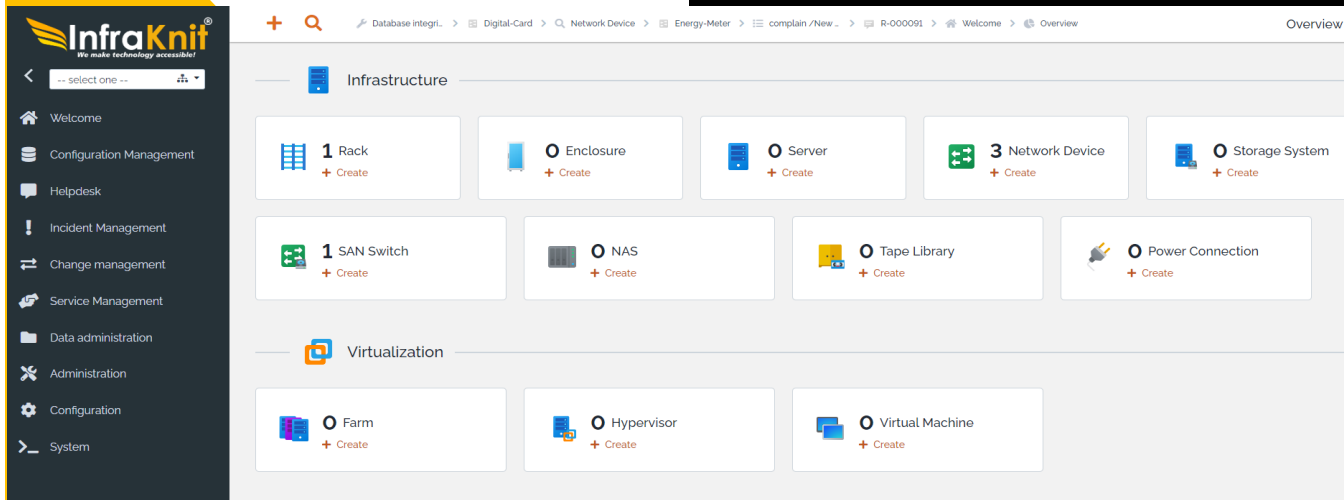
Detailed Features

- Unified Dashboard with RBAC
- ITIL Compliant Helpdesk
- CMDB
- RDBMS or In-Memory Datastore
- Ticketing
- Incident Management
- Problem Management
- Change Management
- User Request Management
- Contact Management
- Organization Management
- Knowledgebase Management
- SLA Management
- Workflow Management
- Asset & Inventory
- IP Address Management
- Class Designer & Publisher
- Symbol Designer & Publisher
- Template Driven System
- Interactive Charts & Graphs
- Event Console
- Notification Manager with Alerts Alarms
- Long-term Data Archival & Maintenance
- Modular Plug-ins for 3rd Party Monitoring

- Helpdesk – Full-fledged Helpdesk system with ITIL compliance processes.
- *CMDB – Centralized database for seamless and integrated access to monitored and managed elements.
- SLA Management – Create, Monitor, and Manage IT or NON-IT SLA on the same platform without shifting the consoles and processes.
- *Asset & Inventory – Manage up-to-date Asset & Inventory for your organization and visualizing the capacities in-terms of usage or wastage.
- IP Address Management (IPAM) – IPv4 & IPv6 Management right on the Asset & Inventory module. Scan, Visualize and Realize the allocations.
- Workflow Designer – Understand and Design the workflow for your department or organization according to your business processes and service requirements. Track the usage and manage requirements.
- Rule Engine & Action Triggers – In-built Rule Engine and Action Trigger functions for extended feature building or 3rd party integrations.



- Compliance Audit – Provide insights on Event
- Logs from various sources.
- Analytics on Operations & Maintenance – Create, Design, Publish and Oversee the Infrastructure data elements on RDBMS or In-Memory Datastore. The Adaptors are prebuilt with IT, NON-IT and IoT integrations.



DATA CENTER RACK VIEW

