

Design: Morly Buhli

IT care center

We care about IT

IT care center

it-care-center.com
Tel: +972-9-8913134
info@thats-it.co.il





IT Care Center (ITCC)

IT Care Center is an end-to-end management solution for your IT operations, on a single platform.

It is a robust platform, yet an affordable one, with the optimal Total Cost of Ownership (TCO).

It includes just the right set of features for your company and has a built-in configuration and customization platform for flexible implementation.

IT Care Center has 5 main modules:

IT Service Management (ITSM)

IT Care Center manages your entire IT processes using ITIL best practices and configurable workflows. Also included: Service level agreements (SLAs) management, self-service portal, email integration, knowledge base, and self-help utilities.

Service Catalog

An online catalog of the services supported by IT - accessible to your customers. Provides automated workflows and approval mechanisms specific to each service, which can be customized to your professional needs.

Asset Management

Discovers and tracks the software and hardware installed on your enterprise laptops, desktops, and servers. Provides accurate inventory, software contracts utilization, and compliance management. Integrated with the service management module to provide wide visibility.



Why IT Care Center?

- With IT Care Center, all of the features are included with your purchase.
- One solution that integrates all IT core processes into one platform.
- Offering central control, cross-visibility, and insights.
- Opportunities to proactively improve and increase your IT services, efficiency, performance and customer satisfaction.
- It is simple and fast to implement. Raise your organization to the next level by delivering a competitive advantage for your business.
- IT Care Center can be installed either in the cloud or on-premise.
- IT Care Center works across a range of devices (desktop, tablet and mobile).

Application Delivery

Manages your releases and sprints through the agile IT-ALM process. Configurable boards for your application teams and summary dashboards for engaging your business leaders.

Analytics

A built-in reporting tool that includes predefined reports and dashboards with online information. Ad hoc reports can be quickly generated, saved, shared, and exported. With the help of the dashboards, you can easily identify trends, improve your efficiency, measure your SLA, and improve your IT service.