

# SecureIT<sup>®</sup> Information Technology Service Management

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## VELOX

### PRODUCT OVERVIEW

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Version | Q2.2021

**VEL****X**<sup>®</sup>  
Develops Opportunities For Enterprises...

INDIA | USA | DUBAI | NEPAL | ZIMBABWE | MEXICO | SRI LANKA



# About

Velox is a pioneer of the Indian IT Infra Monitoring and Cyber Security domain. We develop Information Technology Security Solutions and have been in the industry throughout the last decade. Velox has a range of world-class products that meet International Standards in terms of quality and delivery. We offer our solutions to many industries, such as the BFSI sector, Health Care, Manufacturing, and Industrial Automation Systems sector, just to name a few.

With Velox's subsidiary in the United States of America, presence in 7 countries and 3 continents and counting, and the inclusion of our adoption of international standards and regulation, with ISO 9001:2015, 20000 & 27000 and PA-DSS global certifications for our operations, Velox is set for global domination.

## Milestones

**2019-2020:** Asian-African Chambers of Commerce Award-Excellence in Innovation & Technology

**2018-2019:** CIO Tech - Top 20 Most Promising Cyber Security Solutions Provider

**2018-2019:** Business Connect Magazine - The Company of the Year

**2017-2018:** CTO Forum - Best Service Provider in India

**2016-2017:** Listed in CIO Magazine as India's Top 20 Most Promising Business Intelligence Solution Provider

Registered Members and Business Award Recipients of such fine Institutions:





# SecureIT<sup>®</sup>

## Information Technology Service Management

**Automate & Transform your business with SecureIT-ITSM Tool (ITILV4 compliant).** Enhance the end-user experience by adding intuitive self-help and personalized services. Improve IT support and operations with our elective environment for team working and clear performance reporting. Our ITSM solution provides strong ITIL framework alignment and sophisticated integration capabilities with other IT and business systems.

Our ITSM Tool Aims to streamline IT services as per the needs of the enterprise & focus on delivering satisfactory service to the end-user. In combination with this our ITIL sets of defined policies, processes, and methods for delivering IT products and services.

Our ITIL Tool not only focuses on IT Enabled services but also on Non-IT based operations. All our modules are ITILV4 compliant.

Our Solution has inbuilt automation with Self-Heal and Self-Help Module which improves and supports customer-centric IT services. Information Technology Service Management (ITSM) covers the IT lifecycle of the whole IT Infrastructure.





# SecureIT®

## Information Technology Service Management

Our tool gives you an insight into the whole IT Security & Management and the flexibility to automate the tool with even Non IT related workloads. SecureIT ITSM tool delivers services that increase user productivity, and achieve new insights by consolidating to the most innovative ITSM solution.

Boundaries of IT Service Management as a discipline are not clearly defined. Initially considered as a narrow subject that focused on IT operational and tactical process improvement, most ITSM practitioners today would consider ITSM a broader subject that spans all aspects of IT management.

Over the past two decades, a vast body of knowledge has been developed that directly, or indirectly addresses IT Service Management. This body of knowledge contains numerous IT and business frameworks, methods, standards, models, and best practices. It is perhaps more appropriate to refer to this vast body of knowledge as the "ITSM Knowledge Ecosystem".



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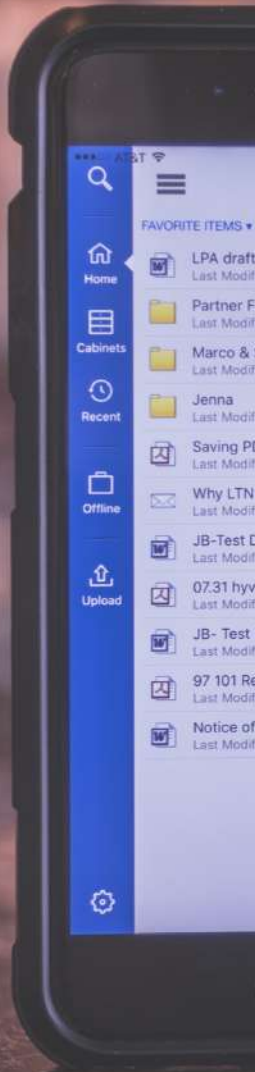
## ITSM | Benefits

- **Minimize Risk** & Impact due to IT mismanagement
- **Improve** Technician Productivity
- Contextual view of Service Desk for IT Team
- **Analyze** IT trends and automate workflows
- **Reduce** recurring issues
- **Reliable** Service Desk Operation
- Meets Service Level Agreements & IT **Compliance**
- Provides users with mobile access to services
- **Customize** services and processes to the needs of your organization
- **Avoid solution churn**
- A truly **flexible solution**
- **Eases Audit Process**

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## ITSM | Features

- Incident Management
- Problem Management
- Change Management
- Release Management
- Request Management
- Asset Management
- Service Catalogues
- Knowledge Management
- Configuration Management
- Database Management



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Securities and Exchange Board of India

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