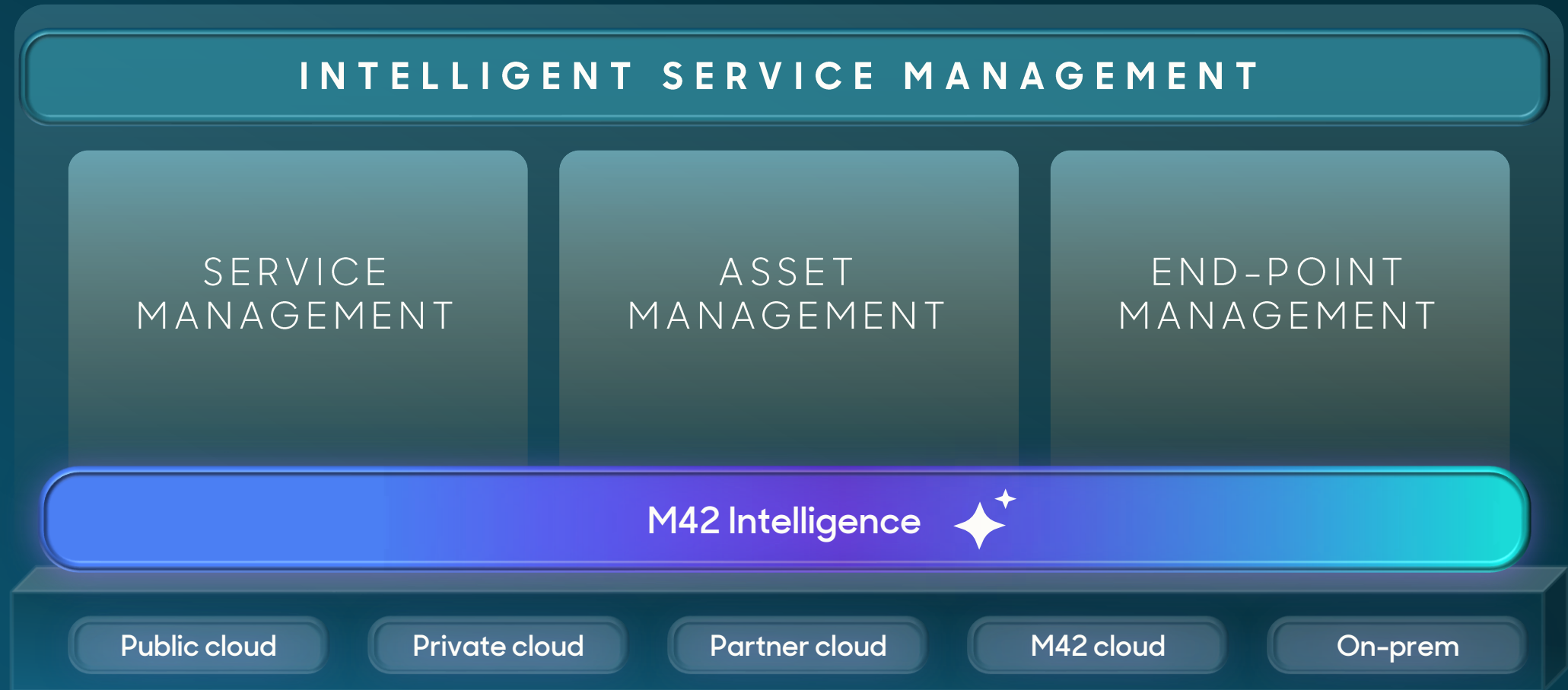


One Integrated Platform

to help you Digitalize & Automate



Our AI Journey



IN PRODUCTION

EARLY ADOPTERS

TOWARDS

01

Assisted

02

Agentic

03

Autonomous

AI that assists

A co-pilot for IT users — suggesting answers, drafting tickets, and surfacing knowledge in the flow of work.

HUMAN-LED · AI-SUPPORTED

AI that automates

Agentic orchestration of IT activities — agents executing multi-step workflows end to end.

AI-LED · HUMAN-CONTROLLED

AI that runs IT

A fully proactive IT system — self-sensing, self-self-healing and self-optimising, with no ticket required.

AI-RUN · HUMAN-GOVERNED

One Integrated Platform

END USER

PREVENT

Issues resolved before they're felt
— no ticket, no wait.

PROACTIVE SELF-SERVICE

- Agentic support assistant
- Proactive device insights & remediation
- Personalized service experience

Focus > EXPERIENCE



ticket deflection

SERVICE DESK

AUTOMATE

More resolved, far faster — the
desk that runs itself.

INTELLIGENT SERVICE DESK

- Automated Classification → routing → resolution
- Agentic assistant for Service desk
- Proactive knowledge gaps & recurring problem detect

Focus > PRODUCTIVITY



faster MTTR

IT OPERATIONS

OPTIMISE

Cost and complexity –
continuously engineered out.

ASSET & END-POINT INTELLIGENCE

- Agentic assistant for assets & end-points
- AI consumption insights
- License & contract doc recognition

Focus > COST & COMPLEXITY



lower license spend

ADMINS & BUILDERS

ACCELERATE

Work & deliver at speed of
business.

BUILDER SUPERPOWERS

- Build & run your own Agents and AI-powered workflows
- Open MCP server for 3rdp agents

Focus > BUSINESS VALUE

days → min new business insight

Overview - Service Desk, Ma

Ask Gemini

← → ↺ twe058srv.imagoverum.com/wm/app-ServiceDesk/dashboard/8bf19ca8-1905-4228-bdfe-002a69d4c580

🔍 Search

Ask Neo

35

Relaunch to update

MATRIX42

SERVICE DESK > Insights > Overview

🔍 Search in Navigation

Home

Insights

Announcements

Collaboration

Backlog 59

Tickets 9

Incidents 18

Service Requests 19

Problems

Change Requests

Known Errors

Knowledge Base

Service Level Management

Duty Roster Dashboard AddOn

Team Duty Roster AddOn

My Duty Roster AddOn

Configurations

Service Availability Center

Reports

Manage Workspaces

Workspace

Service Desk

Settings

Overview

Device insights

Major incident proposals

KB gap proposals

Agenticallly resolved tickets

AI assisted tickets

Major incident proposals

3

0 since 09/15/2026

→ 0%

KB gap proposals

3

0 since 09/15/2026

→ 0%

Agenticallly resolved tickets

3

0 since 09/15/2026

→ 0%

AI assisted tickets

3

0 since 09/15/2026

→ 0%

Device insights

32

0 since 09/15/2026

→ 0%

Device insights (all statuses)

35

0 since 09/15/2026

→ 0%

Device insights by severity

35

Warning 8

Critical 27

Device insights by status

Dismissed	Action Proposed	Active
1	2	32

Device insights by device

15	16
----	----

Device insights by issue category

35

Unstable Service



Planned Maintenance: Microsoft Teams

We will perform scheduled maintenance on **Microsoft Teams** on **Thursday, September 17, from 20:00 to 21:00**.

During this time, employees may experience:

- temporary issues joining meetings,...

[READ MORE](#)

[Ask Neo](#)



Major Incident: Email Services

TCK02163 detected 2 hours ago [SRV00723 - Corporate Email Services](#)

We are currently experiencing a major incident affecting **Email Services**.

Users may experience:

- delays when sending or receiving emails,...

[VIEW STATUS UPDATES](#)

[Ask Neo](#)

 Auto-Resolved: A stability issue was automatically resolved PCD1000 We detected that a background system service on PCD1000 had stopped responding, which could have affected device stability. The service was automatically restarted and is now running normally.	 Your computer needs a restart PCD2000 We detected a temporary system issue that may affect performance or application stability. Restarting your computer should clear the issue and restore normal operation.	 Unable to connect to SAP from home office TCK02160 was closed with 'Directly Solved' reason on 09/15/2026 4:53 PM User confirmed via phone call that the issue is resolved. VPN Connection (HQ) service was provisioned to device PCD2000 (Order ORD00469). User successfully connected to VPN and is now able to access SAP from home office. Issue resolved and closed.
---	--	--

Workflow Designer is your powerful new companion to streamline and automate business processes across the enterprise. Whether you're building simple approvals or orchestrating complex service flows, our intuitive, no-code interface empowers every team — from IT to HR to Finance — to drive efficiency with ease.

→
0%



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Need additional services? Effortlessly submit your



Track and manage your resources, oversee



We will perform scheduled maintenance on **Microsoft Teams** on **Thursday, September 17, from 20:00 to 21:00.**

During this time, employees may experience:

- temporary issues joining meetings,...

 [READ MORE](#)

 Ask Neo

TCK02163 detected 7 days ago SRV00723 - Corporate Email Services

We are currently experiencing a major incident affecting **Email Services**.

Users may experience:

- delays when sending or receiving emails,...

[VIEW STATUS UPDATES](#)

 Ask Neo

Show More

Q&A

