



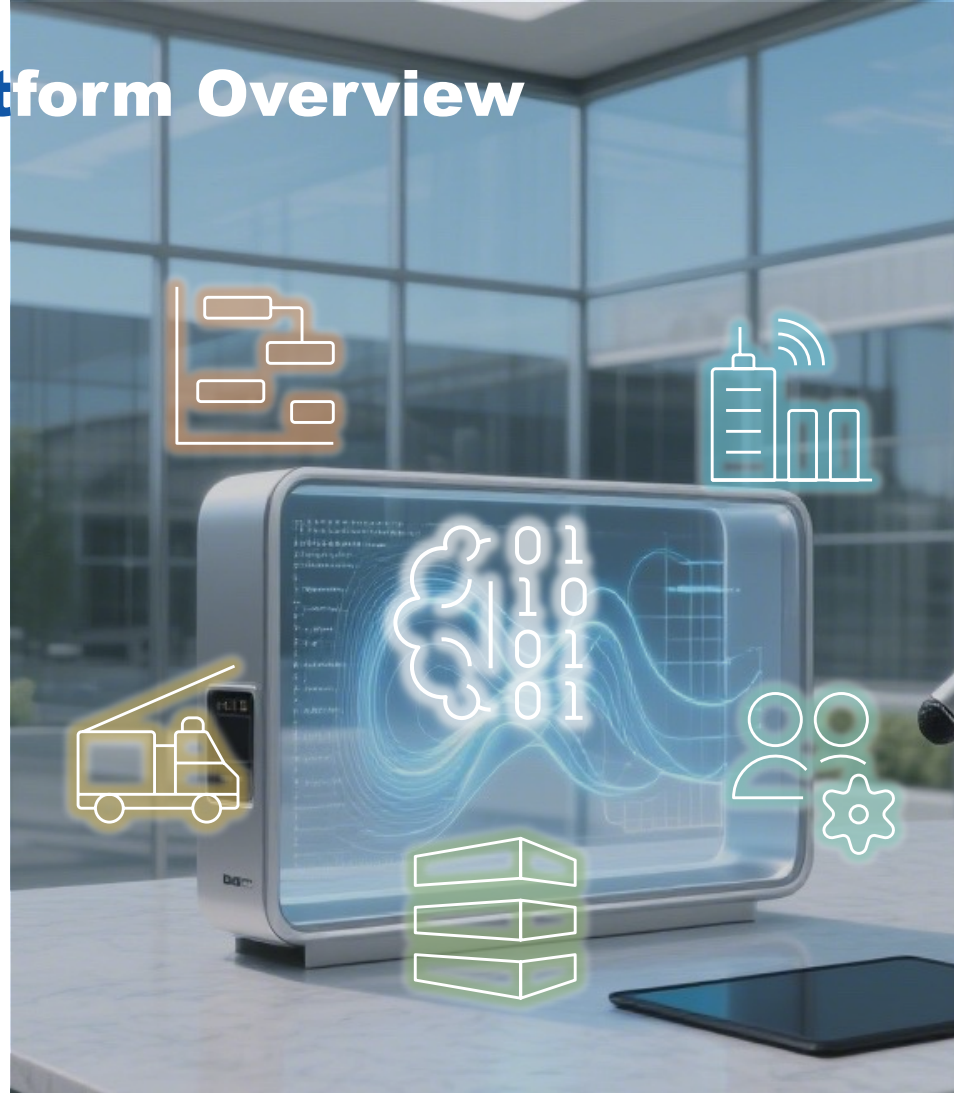
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# Platform Introduction

 NetworkX

# NetcareOne™ Platform Overview



**\* PMS**  
Project Management System

**FEMS**  
Field Engineering Management  
System

**ITOM**  
IT Monitoring Management

**ITSM**  
IT Service Management

**ITAM**  
IT Asset Management

powered by JARVIS™ -ChatAI

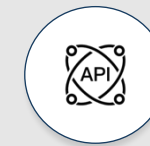
an integrated IT service management platform providing  
comprehensive IT operations support for enterprises.



Transparent



Automated



API-Enabled

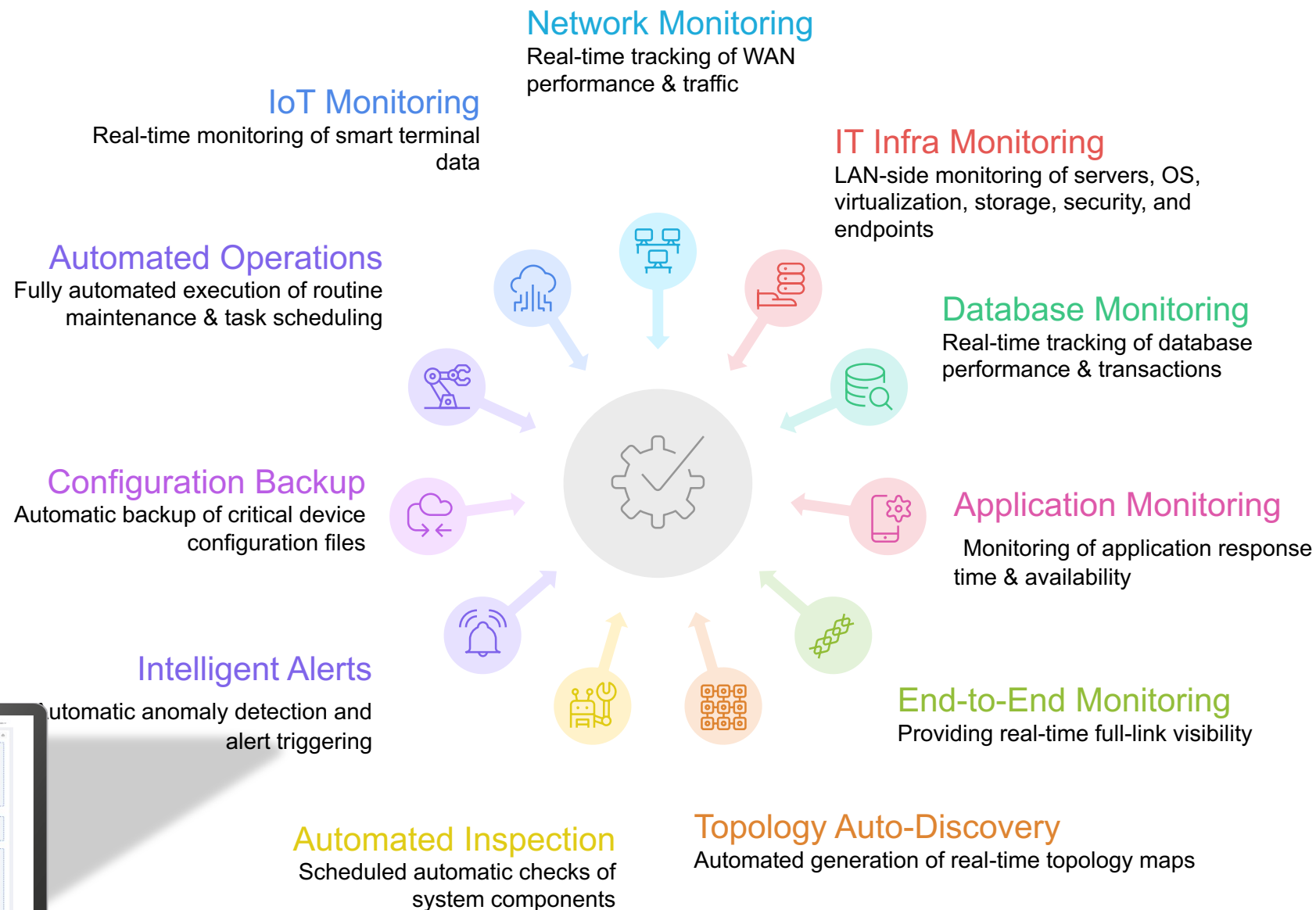
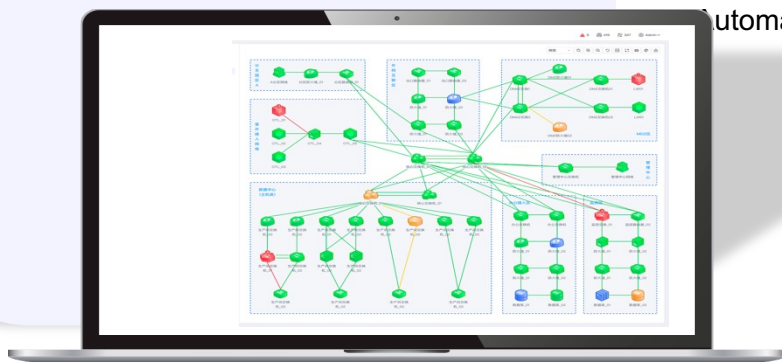


Intelligent

\*Planning Function

## Comprehensive WAN + LAN Monitoring & Observability

- ✓ Real-time monitoring of networks, servers, applications, and other critical IT components, ensuring 24/7 visibility and control over IT infrastructure
- ✓ Operations teams can access dashboards anytime, receive alerts, and respond quickly through remote management
- ✓ Supports API integration



## Maximize Service Management Efficiency

Powered by JARVIS™

### Enabling IT Operations with Less Burden · Higher Efficiency · Stronger Assurance

- Built on the ITIL framework, enhanced with AI to reconstruct service processes
- End-to-end automation: from event alerts and fault diagnosis to workflow approvals
- AI-driven intelligence: streamlining redundant steps and accelerating response
- Human-machine collaboration: systems handle repetitive tasks while engineers focus on core business optimization

#### Multiple Service Request Channels

- Supports users submitting requests via **hotline (400), email, mobile, AI service desk, third-party systems, and instant messaging tools**
- ✓ Enables real-time issue reporting in various forms
- ✓ API integration supported

#### AI Service Desk

- Natural Language Self-Service: Ticketing & Queries
- ✓ Simplified, Intuitive Management

#### Data Visualization

- Real-Time Data Visualization & Customizable Metrics
- ✓ Insights-Driven Decision Making

#### Incident Management

- Automated Incident Management | Reduce Business Downtime
- ✓ Efficient IT Incident Handling to Minimize Disruption

#### SLA Management

- End-to-End SLA Management | Ensure Business Continuity
- ✓ SLA Monitoring with Alerts, Escalations & Reports

#### Problem Management

- Root Cause Analysis & Knowledge-Based Problem Management
- ✓ Prevent Recurring Issues

#### Change Management

- Unified Change Management | Ensure Business Continuity
- ✓ Manage & Validate IT Service Changes

#### Low-Code Platform

- ✓ Customizable Fields
- ✓ Customizable Pages
- ✓ Customizable Workflows

#### Knowledge Management

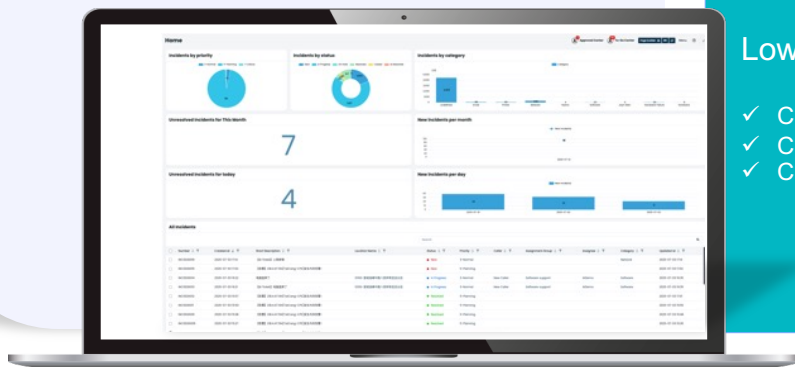
- ✓ Driving Knowledge Reuse
- ✓ Knowledge Feedback & Optimization

#### Custom Ticket Assignment

- ✓ Bulk, Track & Search
- ✓ Role-Based Ticket Distribution with Real-Time Tracking

#### Automated Feedback

- Automated Feedback Collection & Dashboard
- ✓ Post-Service Satisfaction Feedback for Data-Driven Optimization





## Full Lifecycle Asset Management

- Manage all IT assets from acquisition to retirement
- Provides visibility into hardware and software dependencies and their impact on business
- Leverages digital tools for transparent information, intelligent operations, and controlled risks
- Effectively improves asset utilization and reduces management costs

### Asset Management

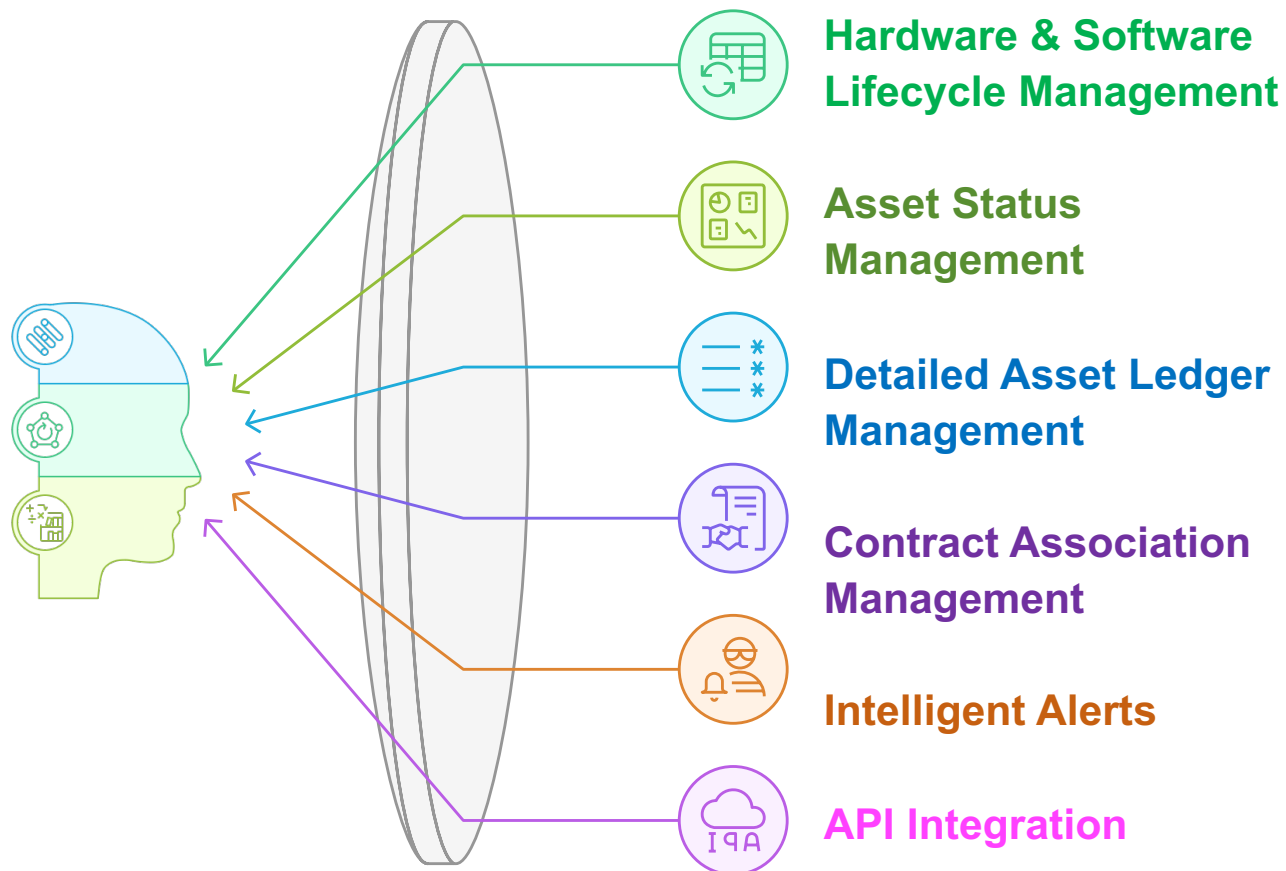
Track, record, and schedule IT assets

### Spare Parts Management

Manage spare parts requests and allocation

### Warehouse Management

Monitor warehouse inventory status



With a modular architecture and end-to-end data visualization, our digital solution delivers transparent service processes and intelligent task scheduling, efficiently managing on-site engineers from ticket assignment to service settlement, providing a complete on-site service solution for enterprises.

### Service Ticket Tracking

Real-time query and follow-up for the entire workflow, from ticket assignment to service completion

### Engineer Location Tracking

Helps administrators track engineers' locations for efficient dispatch and rapid response

### Team Customization

Create engineer profiles, teams, and roles, with configurable team management

### Billing Management

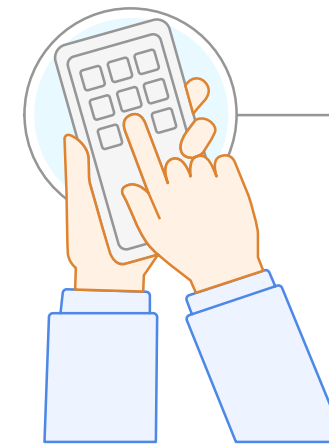
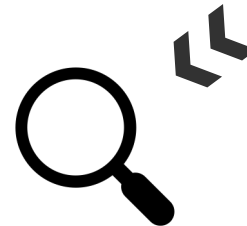
Manage token quantities, pricing, and usage statistics of billing packages

### Management Configuration

Customize priority SLAs, statuses, and types to meet business requirements

### Reporting Function

Supports multi-dimensional data filtering to quickly obtain performance evaluations and business operation statistics



### Comprehensive Service Records

Engineers can log all details, including departure, on-site check-in, and departure requests, with support for uploading text, images, and files, providing traceability and evidence



## Self-Service Q&A

Supports natural language interactions for Q&A, form generation, and automated workflow initiation.



## Intelligent Inventory Query

Users can query stock levels of specific device models in designated warehouses using natural language.



## Smart Report Generation

Users can query data metrics within their permissions and automatically generate charts.



## Automated Spare Parts Requests

Users provide the brand and model of needed parts, and requests are automatically submitted via natural language.



## Spare Parts Status Tracking

Users can check the processing status of their spare parts requests using natural language.





# EMPOWERING

## MULTI-BRANCH ENTERPRISES

with Integrated ICT Services



# Thank You



Customerization



Innovation



Collaboration



Transparency



Improvement



To be one of the global leader in IT service management,  
empowering businesses to drive digital transformation and boost agility and competitiveness.