IT Operations Management
Intelligent. Integrated. Innovative.
Who We Are

We are Symphony SUMMIT. We offer intelligent, integrated, and innovative solutions for managing IT operations. Our mantra is to reduce the cost and complexity of IT operations and increase competitive edge. To achieve this, enterprises must look at streamlining processes in this ever-evolving IT landscape and our solutions help them do just that.

What We Do

Latest technology trends, such as Analytics, Automation, and Mobility are here to stay and can be disruptive to your business. But we, at Symphony SUMMIT, believe that the only way forward is to embrace them to stay on top of the game. Hence, we have developed an ITSM platform that leverages these very trends to deliver best-in-class services.

SUMMIT - The Intelligent ITSM Platform

Our flagship product, SUMMIT, is an ITIL 2011 certified solution, which unifies key applications across Service Management, Asset Management, Availability Management, and Project Management in a single easy-to-use platform. Delivered as SaaS over Cloud or SaaS on premises, SUMMIT is an easy-to-implement, easy-to-use solution, which provides tight integration across key IT Operations solutions delivering higher efficiency in the form of increased productivity, optimum asset utilization, higher compliance, reduced downtime, and complete control on critical IT projects.
The SUMMIT Suite

Service Management

It’s the age of real-time IT and that’s what the SUMMIT Service Management solution provides - intelligent operations for smart organizations.

SUMMIT’s ITIL 2011 certified Service Management is an intelligent solution that leverages the latest advancements in technology, such as Mobility, Analytics, and Automation to help CIOs and service providers improve productivity of IT service operations and reduce the cost and complexities involved. Our unique approach of analytics and predictive technologies builds Operational Intelligence by combining correlation of contextual data from disparate systems. Operational Intelligence enables the IT analysts with enhanced situational awareness of their IT environment and recommends corrective actions for Incidents and Problems in real-time, thereby, driving higher first call resolutions of issues.

Availability Management

SUMMIT Availability Management is designed to collect and monitor the availability and performance data across the entire enterprise using an agent-based or agent-less technology. Whether on premises or on cloud, SUMMIT Availability Management is available on demand for service providers and enterprise customers. Built for both service providers as well as enterprise customers, SUMMIT Availability Management enables enterprises to get up and running and in turn helps them realize business value in minutes. Accelerated problem resolution and proactive issue prevention further boosts service levels. SUMMIT’s Availability Management solution comprises modules like Network Monitoring, Server Monitoring & Application Monitoring with in-built Event Management capabilities across the solutions.

Asset Management

SUMMIT Asset Management focuses on lowering the cost of technology investments, increasing ROI, and bringing IT resources in line with core business objectives. Our ITIL 2011 certified solution helps your organization to manage Software Compliance, Software Metering, Hardware Metering via agent-less or agent-based discovery mechanisms, which can mitigate risk, reduce cost, and improve return on investments with an operational approach. This multi-tenant solution optimizes organizational efficiency by managing IT and non-IT assets across the entire Asset Lifecycle from planning, requisitioning, allocation, retirement, and disposal.

Project Management

SUMMIT Project Management is a single and comprehensive platform that gives your organization a 360-degree view of project execution and its implications on IT infrastructure. It is designed to empower and enable organizations to manage their projects across its life cycle, more effectively and efficiently. Dashboards and charts allow comparisons, provide visibility, and enhance communication. This paves the way for faster, intuitive, and more accurate decision making. Staying on track is also made easier with a project’s status being accessible to you from any place at any time.
Intelligent

In the age of real-time IT, traditional solutions are like a cog in the wheel. Not only does it need to be removed for the organization to move forward, but the whole process needs to be made faster and more efficient.

The SUMMIT platform brings a radical change to this scenario with Operational Intelligence. Predictive and cognitive technologies leveraged by the intelligent ITSM platform, enable real-time IT answers to manage data centers and end users.

Intelligent systems create operational knowledge that correlate data and provide corrective actions to resolve problems in real time. Automation and issue detection helps prevent escalations and works ahead of time.

Innovative

SUMMIT solutions give organizations an edge by providing services armed with the power of intuition. Get the power of proactive management by mitigating issues and reducing their level of impact in the workplace. Trends and insights of user behavior result in business decisions, which could mean greater customer satisfaction.

Additionally, features, such as Intelligent Runbook Automation and Gamification ensure higher levels of productivity and a more competitive work environment.

Integrated

Instead of having to deploy multiple point solutions, the SUMMIT platform offers centralized management, either on premises or on cloud. For instance, with the help of the SUMMIT Endpoint Agent, the IT Administrators can monitor in real time, 200+ critical endpoint parameters, and their compliance to policies, and accordingly drive appropriate enforcements. Issue resolution is also made simpler with a unified database integrated with the SUMMIT solution.

In-built mobile integration makes the SUMMIT platform available to end users and IT teams, anywhere and anytime. The unique SMS-based management system results in higher productivity with IT teams administering the Help Desk without location restrictions.
What Sets Us Apart

**Operational Intelligence**

The SUMMIT platform correlates data from disparate systems, develops situational awareness and provides solutions and corrective actions to problems in real time. This dramatically reduces cost and time taken to resolve an incident or respond to a request.

**Intelligent Runbook Automation (RBA)**

It ensures high availability of servers, networks, and applications. IT operations can develop, administer, monitor and report automation of repeatable IT processes to achieve higher levels of productivity.

**Application Control**

It enables IT Administrators to allow or restrict installations or access to applications based on user entitlement, department, job function, or location. Access to end users can also be controlled with Local Administrator rights on their devices. It enables real-time monitoring of all network installations. Enterprises can demonstrate compliance, evaluate employee needs, and refine acceptable user policies.

**Gamification**

This innovative solution makes the workplace more competitive and fun for the IT operations team. With over 50 built-in operational performance metrics, CIOs can modify and reinforce a desired behavior in the staff, 24/7. It has a positive impact on the work culture and helps improve productivity, which, in turn increases customer satisfaction.

**Mobility Integration**

Built-in mobility integration through iOS and Android apps provides anywhere, anytime availability for end users and the IT team. SMS-based management helps the IT team administer the Help Desk and Data Center irrespective of location, resulting in higher productivity.

**Endpoint Compliance Monitoring & Enforcement**

SUMMIT Endpoint Agent monitors 200+ critical endpoint parameters in addition to asset parameters. With the help of this feature, the IT Administrator can view in real-time the compliance to the policies and drive appropriate enforcements.
Symphony SUMMIT, backed by the $2.5 billion Symphony Technology Group, is a leading provider of a private and public cloud-based IT Operations Management Solution to enterprises and service providers. Our flagship product, SUMMIT, is an advanced ITIL 2011 certified solution, which unifies key applications across Service Management, Asset Management, Availability Management, and Project Management in a single easy-to-use platform.

We believe in reducing complexity & cost of IT operations to give enterprises a competitive edge in an ever-evolving business environment. Leading enterprises across BFSI, Healthcare, IT & Consulting, Automobile, Manufacturing, Aviation & Education verticals are delivering better user experience while lowering the cost of their IT Operations using “Symphony SUMMIT – The Intelligent ITSM Platform”.

SUMMIT is a ‘Gartner Cool Vendor in IT Operations Management’ for 2015

Key Features

- Enterprise class, Cloud-based Operations and Enterprise Services Management suite
- Operational Intelligence, Runbook Automation, Gamification, Service Assist, Checklist, Skill Pack, Service Catalogs, and SLA management
- Full featured native apps on iOS and Android, profile-based dashboards, and unique SMS-based flexibility for feature phones
- Asset Life Cycle Management and Application Control solutions
- Tight integration across key ITOM solutions

Advantages

- Ensures higher service availability, customer satisfaction, and lower TCO
- High configurability, improves service availability, analyses productivity, and simple to configure and use
- Mobility enabled and complete IT Ops management capability
- Drives higher Asset Compliance and Asset Control
- Delivers higher efficiency in the form of increased productivity, reduced downtime, and optimum asset utilization