ObserveLite

SERVICE DESK MANAGEMENT

AI-Driven Enterprise Service Management Software

ITIL - Ver 4.0

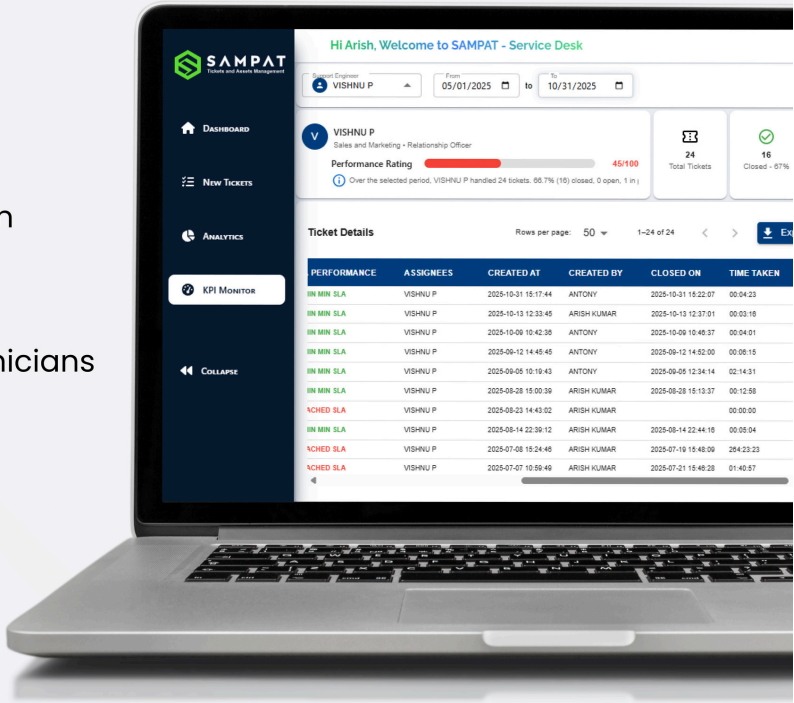


Key Features

- AI Smart Ticket Assignment
- Omni-Channel Ticketing
- SLA Tracking & Escalation
- Root Cause Analysis
- Recurrence Intelligence
- Two-Way Email Communication

Business Benefits

- Faster ticket resolution
- Reduced support costs through automation
- Improved user satisfaction
- Efficient workload distribution among technicians
- Better visibility into service performance
- Reduced system downtime
- Engineer Performance KPI Dashboard



ROI & Business Impact

Organizations using SAMPAT Service Desk achieve:

- 60–70% faster ticket resolution
- Reduced service desk operational costs
- Higher SLA compliance rates
- Improved support team productivity
- Reduced ticket volume through self-service



Why Choose SAMPAT

- AI-Enabled Service Intelligence
- Unified Service Operations
- Enterprise-Ready Architecture
- Outcome-Driven Design

Product Lines of SAMPAT

SAMPAT Asset Management (SAMS)

Lifecycle visibility and financial control over enterprise assets.

SAMPAT Productivity Monitoring (SPM)

Workforce productivity analytics with actionable performance insights for hybrid and remote teams.

DocAIT

AI-powered document capture, extraction, validation, and automated processing for forms, invoices, IDs, KYC, and enterprise documents.

SDMS

SDMS is a secure and centralized document management solution that helps organizations store, organize, access, and manage files efficiently from anywhere.