



KPIT helps build and manage highly available and outcome based reliable IT infrastructure that is at par with dynamic business objectives such as agility, cost optimization, enhanced user experience, and compliance. We deliver NextGen infrastructure services by leveraging our expertise and bringing in the benefits of emerging technologies like Hyper-convergence, Hybrid Platform, Test Environment-on-demand, and Integrated Run.

Introducing KSNOW from KPIT

KSNOW is a proprietary KPIT solution built on the ServiceNow platform which cuts the ITIL operational process implementation efforts by half. The product encompasses ITIL best practices coupled with minimal ServiceNow customization to leverage the flexibility in adoption to new businesses, ease of maintenance and platform upgrades.

Why KSNOW?

- Built on ITIL best practices
- Comprehensive and Industry standard process definitions
- Minimal customization
- Easy operational visualization
- Robust Integrated operational model
- Preconfigured service catalogue with **80+** standard service request types
- **50%** reduction in implementation time and cost
- Low cost of maintenance, easy upgradation

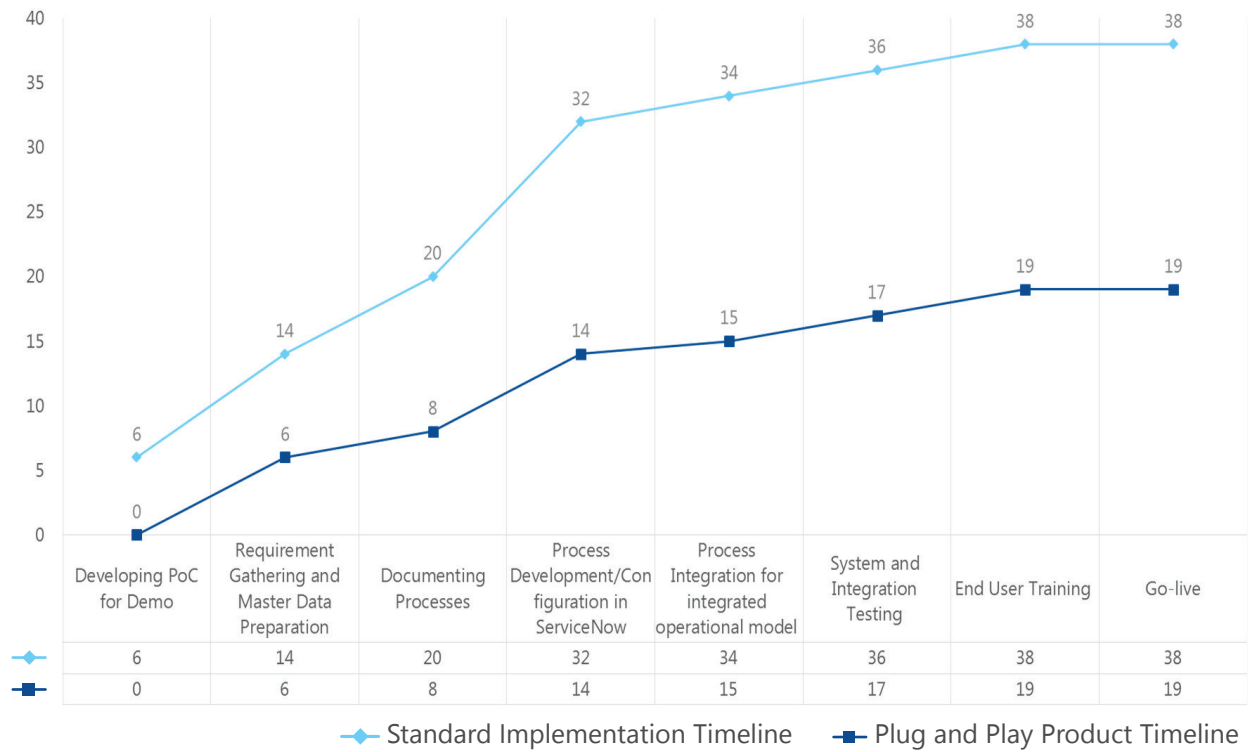
KPIT's comprehensive spectrum of Operational and Transformation Services is delivered through our Global Delivery Model. The solutions are customized to help build a viable operational solution that best fits an organization's innate business needs, consistently and seamlessly across offshore, near-shore, and onshore locations. We help exceed customer service level agreements (SLAs) by adopting ITIL industry standard best practices.

The KSNOW Augmented virtual experience integrates ServiceNow workflow with real time head tracking and a stereoscopic display to provide a deeply engaging user experience for equipment handling and training. The process learning approach is radically different in that by revealing inner components of the equipment and showing how each product works providing better insight for troubleshooting and an edge over old user manuals.

Our KSNOW solution portfolio includes:

- KSNOW ITOM Implementation Accelerator
- KSNOW Pay per Use Virtual Administrator
- K-TRAIN Multilingual Process Training portal
- ServiceNow-SAP Integrators
- KSNOW integrated with Nuvelink API for Nuvepro Cloud Provisioning
- Nutanix AHV Hypervisor Integration with Self service portal using ServiceNow for provisioning of Servers, Virtual machines and applications.

Faster Go-To-Market with KSNOW



KSNOW Features



Outsmarting Service Outage

- Service Operations with Service Now ITSM + ITOM
- Best-in-Class ITSM + ITOM
- Process Framework/ Documentation/ Reporting/ Governance



Virtual Admin on Cloud

- Pay as you use and only for what is required
- Complete requirement segmented into small modules



Access & Security

- Preconfigured access levels based on location, role and module

To learn more about how KPIT's IT Service and Infrastructure Management solutions can help you improve the effectiveness and efficiency of your business while delivering measurable results, contact us at ims@kpit.com

About KPIT

KPIT is a global technology company providing IT Consulting and Product Engineering solutions and services to Automotive and Transportation, Consumer and Industrial Goods, Energy and Resources, Utilities, High Tech, and Life Sciences companies. We create smart, safe and sustainable technologies and solutions to enable a better world that is more connected, intelligent, cleaner and greener.

KPIT®

Technologies for a better world

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