



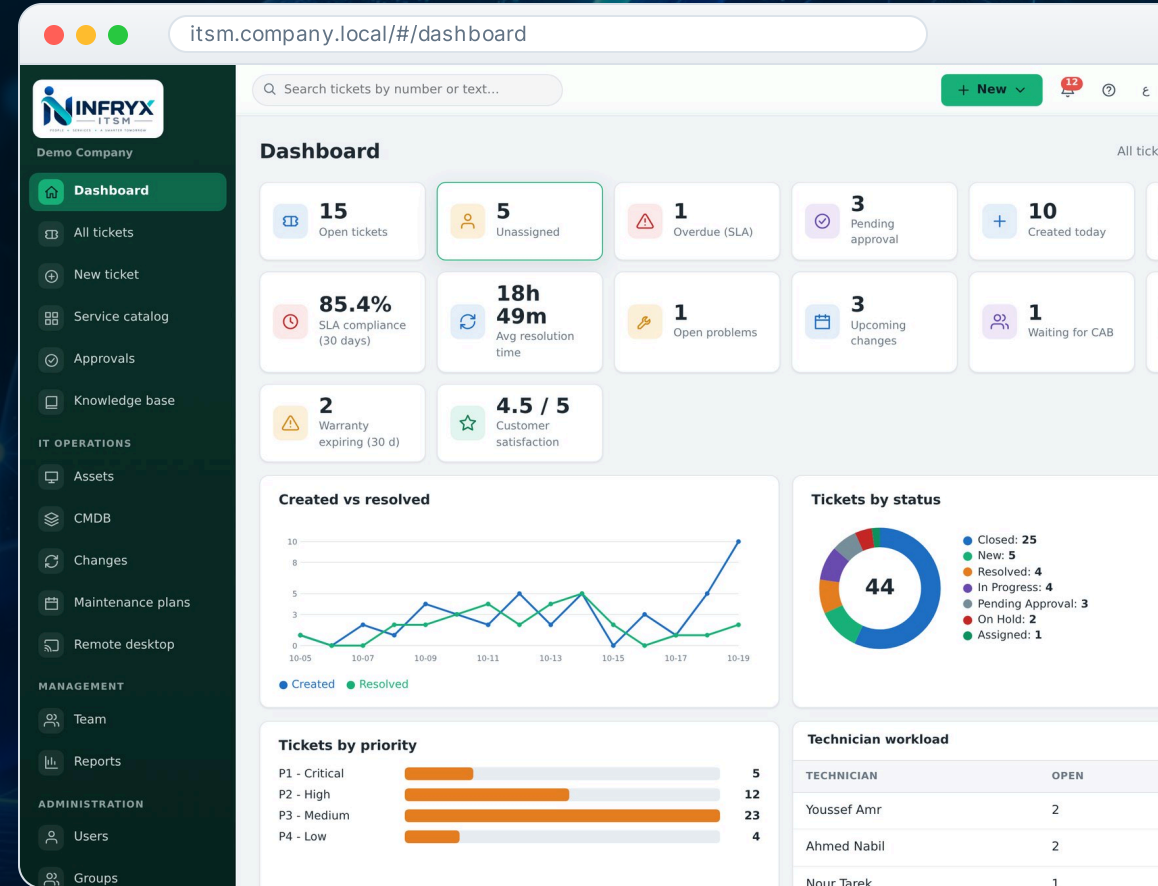
PRODUCT OVERVIEW · VERSION 2.17

One platform for the whole IT service.

Service desk, assets, CMDB, change, remote support and automation — self-hosted, in English and Arabic.

October 2026

Live product screens



What we will cover

01

Service management

Tickets, catalog, approvals, knowledge, SLA

02

IT operations

Assets, Auto Discovery, CMDB, change & problem

03

Remote support

Remote desktop, desktop messages, the agent

04

Platform & administration

Automation, reports, backup, security, Arabic

05

Editions & deployment

What is included and how it runs

What is INFRYX ITSM?

A complete IT service management system that runs on your own Windows or Linux server and is used from any browser.

22

functional areas

23

built-in reports

8

user roles

3

editions

EN - AR

full right-to-left

Service management

Incidents, requests, problems, catalog, approvals, knowledge base, SLA with business hours.

IT operations

Assets, licences, contracts, Auto Discovery, CMDB with impact analysis, change & CAB.

Remote support

Remote desktop in the browser and messages to the user's desktop through a light agent.

Platform

No-code designers, automation, AD & SMTP, REST API, scheduled backup, signed licences.

01

SECTION 01

Service management

From the first call to a closed, measured ticket.

Sign-in & branding

Dashboard

Ticket workspace

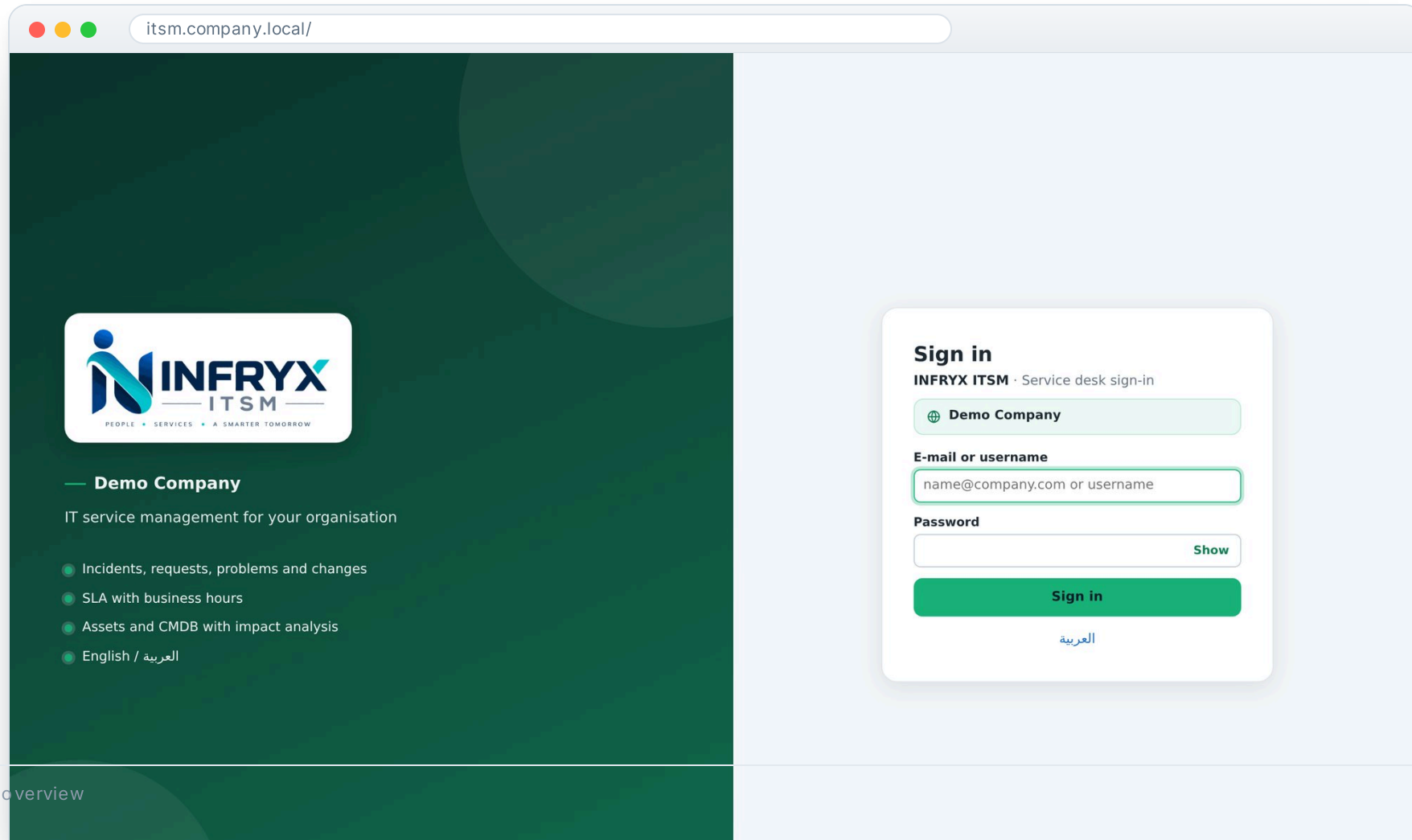
Service catalog & approvals

Knowledge base & SLA



Your company, our product — on the first screen

A fixed INFRYX ITSM brand with the customer's company name under it. Sign in with an e-mail, a user name or the Active Directory password.



DASHBOARD

The service desk at a glance

- 1

Live KPIs

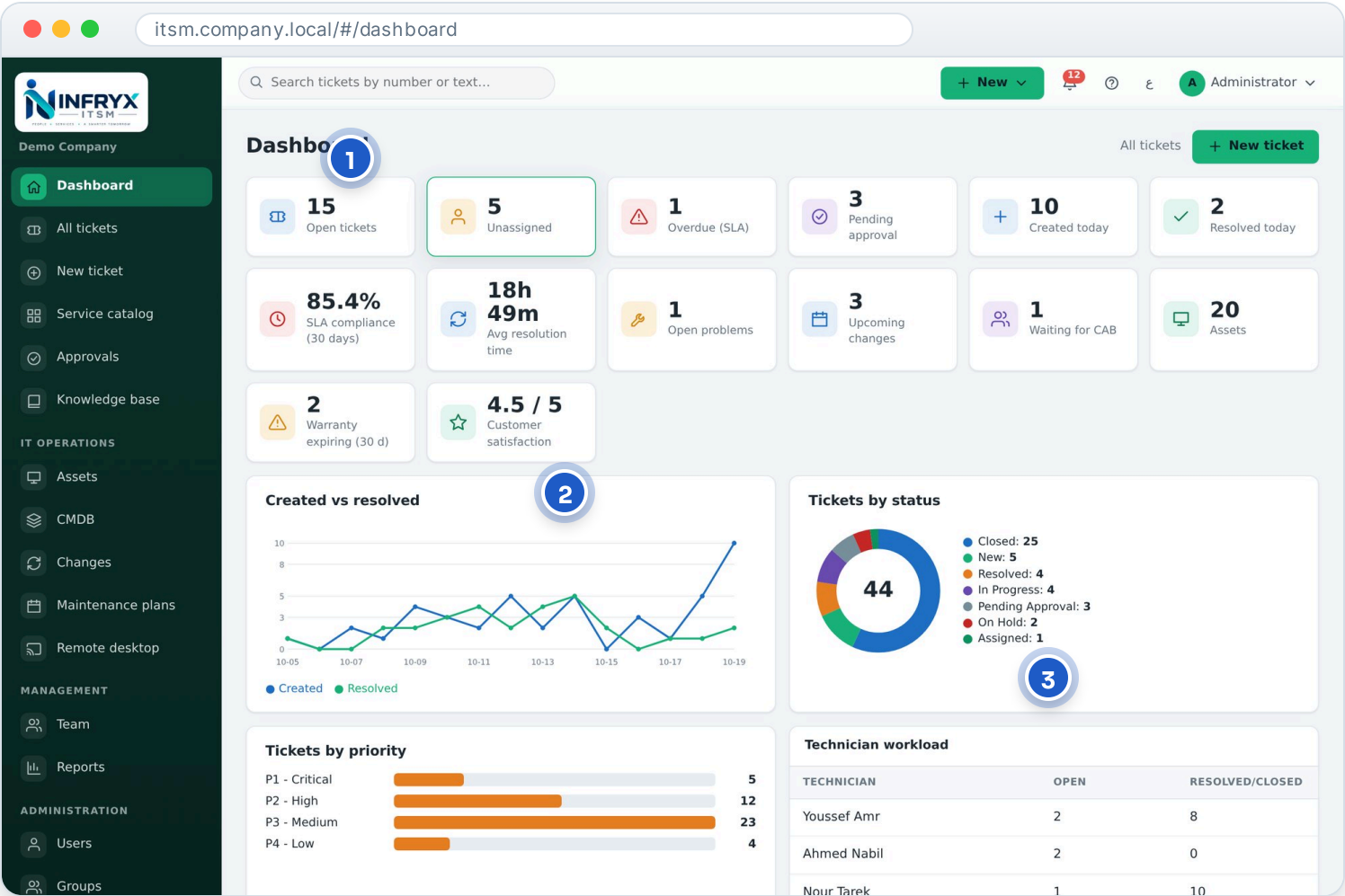
Open, unassigned, overdue, SLA %, CSAT, pending approvals and upcoming changes.
- 2

Trends

Created versus resolved over time and tickets by status.
- 3

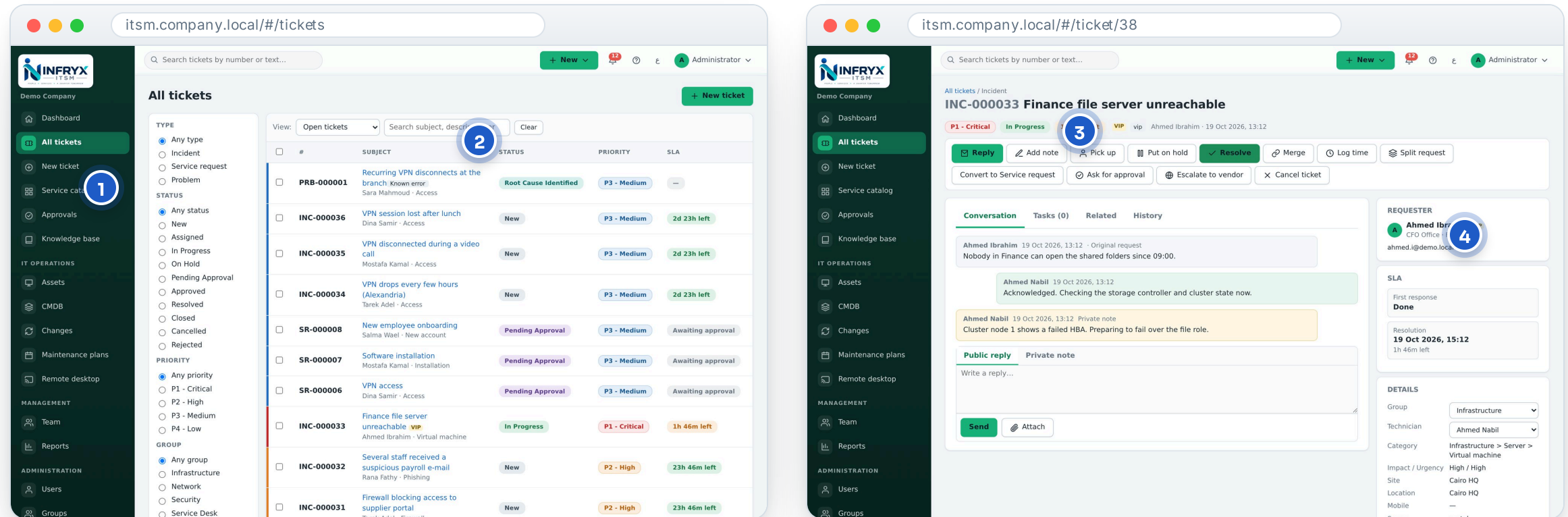
Workload

Open and resolved tickets per technician, tickets by priority.



Every ticket in one fast, focused workspace

Filters and views on the left; the full ticket page with conversation, tasks, approvals, SLA and details.



The left screenshot shows the 'All tickets' page with a sidebar containing filters and views. The main area displays a table of tickets with columns for ID, Subject, Status, Priority, and SLA. A blue circle '1' highlights the filter sidebar, and a blue circle '2' highlights the SLA badge on a ticket row.

The right screenshot shows the details of a specific ticket (INC-000033) titled 'Finance file server unreachable'. It includes a conversation history, a 'Public reply' section, and a 'SLA' section with a resolution time of 19 Oct 2026, 15:12. A blue circle '3' highlights the 'Reply' button, and a blue circle '4' highlights the SLA details.

1 Filters & saved views

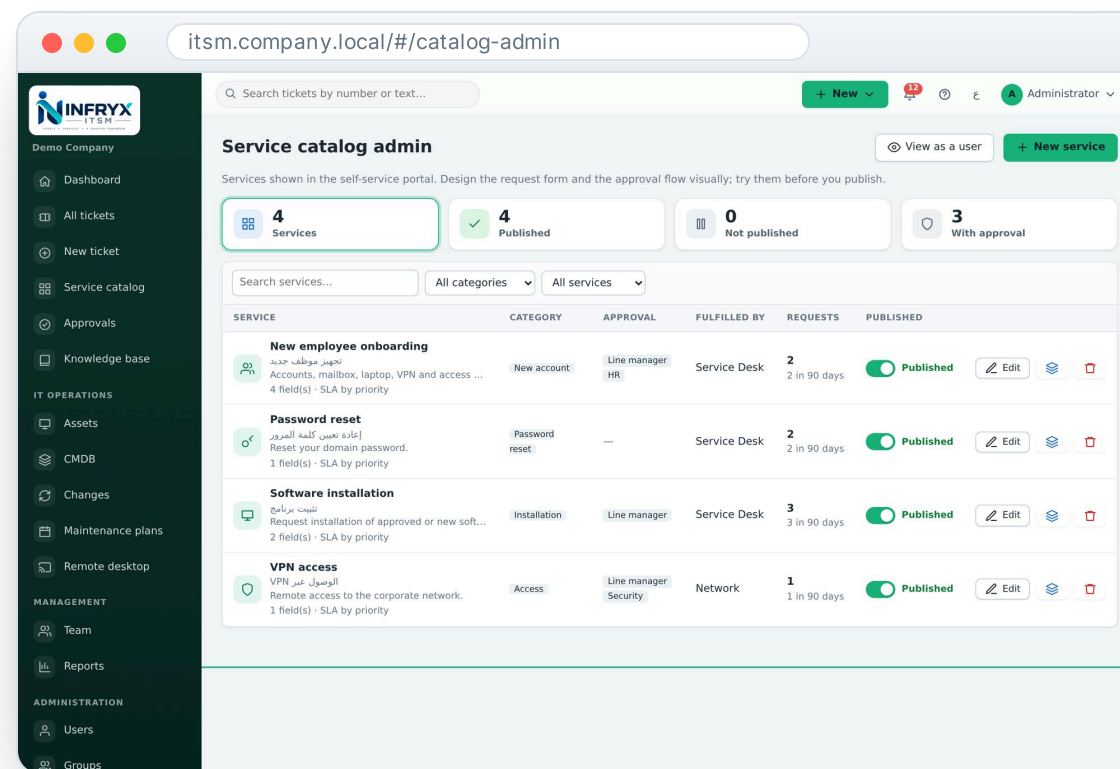
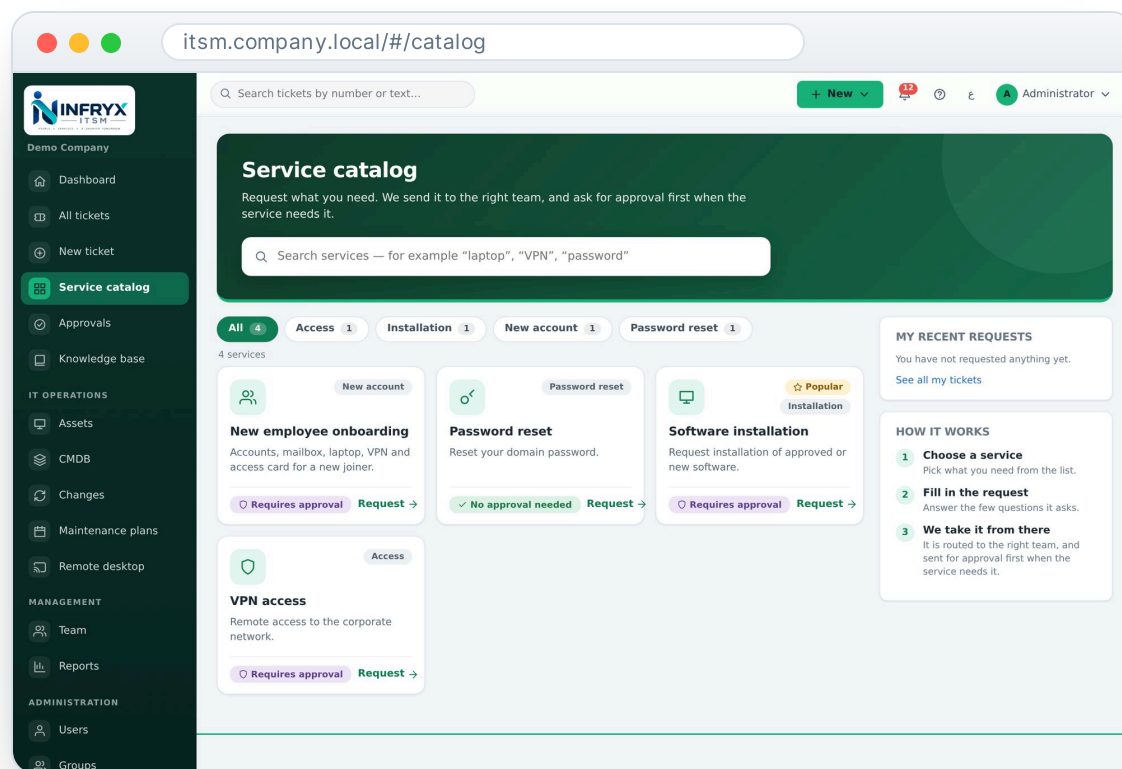
2 SLA badge on every row

3 Reply, merge, split, escalate to vendor

4 SLA meters and details

Self-service for everyone, approval only where it is needed

Users pick a service and fill a short form. The administrator designs each service and decides whether it needs approval — and from whom.



User portal with search and categories

Visual form designer — conditional fields, no code

Optional approval: Supervisor, Manager or Director

Answers before tickets — and deadlines that respect working hours

itsm.company.local/#/kb

Search tickets by number or text...

+ New

Administrator

Knowledge base

Search articles... Any status ☐ Known errors only

TITLE	STATUS	VISIBILITY	VIEWS
Known error: Recurring VPN disconnects at the branch Problem PRB-000001 - KNOWN ERROR Symptoms VPN sessions drop every 8 hours. Root cause The firewall IPsec rekey interval	draft	tech	0
VPN troubleshooting Symptom: the VPN client stays on 'connecting' then fails. 1. Check your internet connection. 2. Restart the VPN client.	published	users	40
How to reset your domain password Open the self-service portal, choose 'Password reset' in the catalog and enter your username. A technician verifies your	published	public	27
Outlook keeps asking for a password 1. Close Outlook. 2. Open Credential Manager and remove saved Office credentials. 3. Start Outlook and sign in again. 4.	published	users	15
Printer offline - quick checks Check the cable / Wi-Fi, set the printer as default, restart the Print Spooler service and try again.	published	users	58
Laptop does not boot Hold the power button for 15 seconds, remove the charger and battery, then try again. If the screen stays black, log a h	published	users	17
Firewall change checklist (internal) Before changing a rule: confirm approval, take a configuration backup, schedule a window, prepare a rollback.	published	tech	4
Draft: Backup restore procedure Work in progress.	draft	tech	49

+ New article

Knowledge base: draft → review → publish, known errors

itsm.company.local/#/sla

Search tickets by number or text...

+ New

Administrator

SLA & hours

Policies Calendars & holidays Simulator

WHEN WOULD A TICKET BE DUE?
Pick a policy and a priority; the times are counted on the policy's calendar.

Policy
Standard

Priority
P3 - Medium

Ticket opened
10/19/2026, 01:26 PM

Calculate

WHICH POLICY APPLIES?
For a real ticket, or for an example request.

INC-000123 Check this ticket

...or an example request:

Requester
Nobody chosen
Search by name or e-mail...

Service
— none —

Category
— none —

Priority
P3 - Medium
Check the example

SLA policies per priority with business-hours calendars

Simulator: test when a ticket would be due

02

SECTION 02

IT operations

Know every device, how it is connected, and what a change will touch.

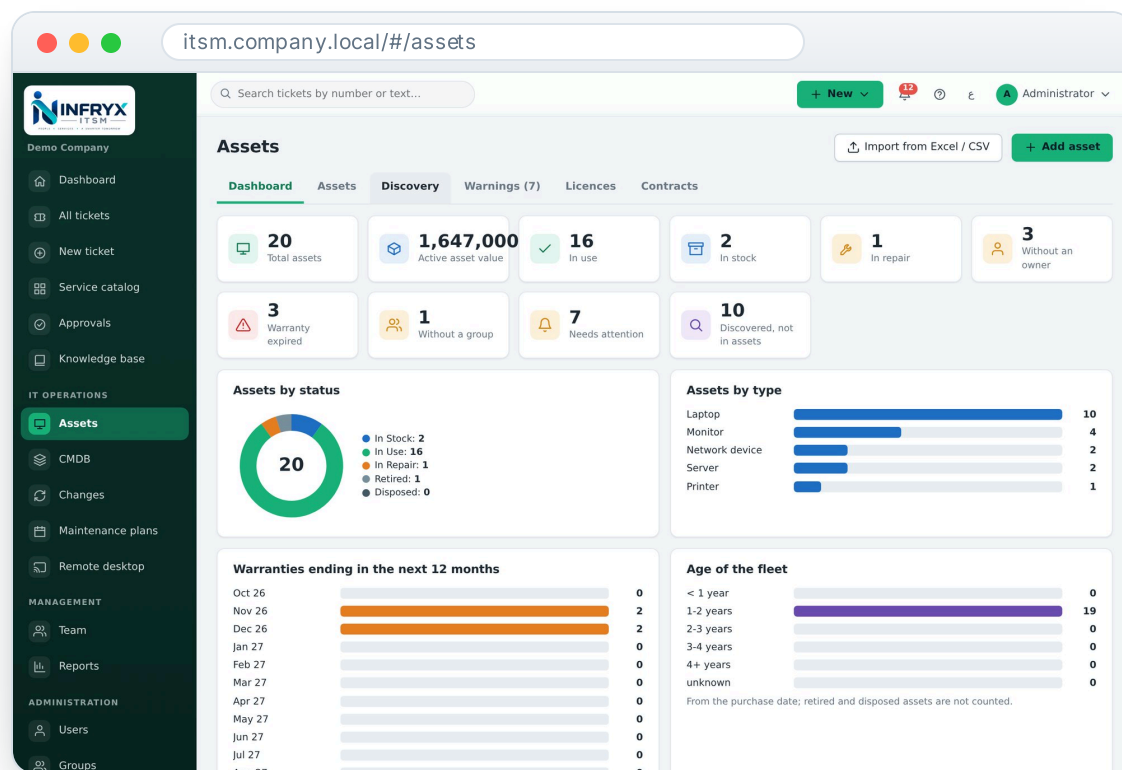
Assets & Auto Discovery

CMDB & impact analysis

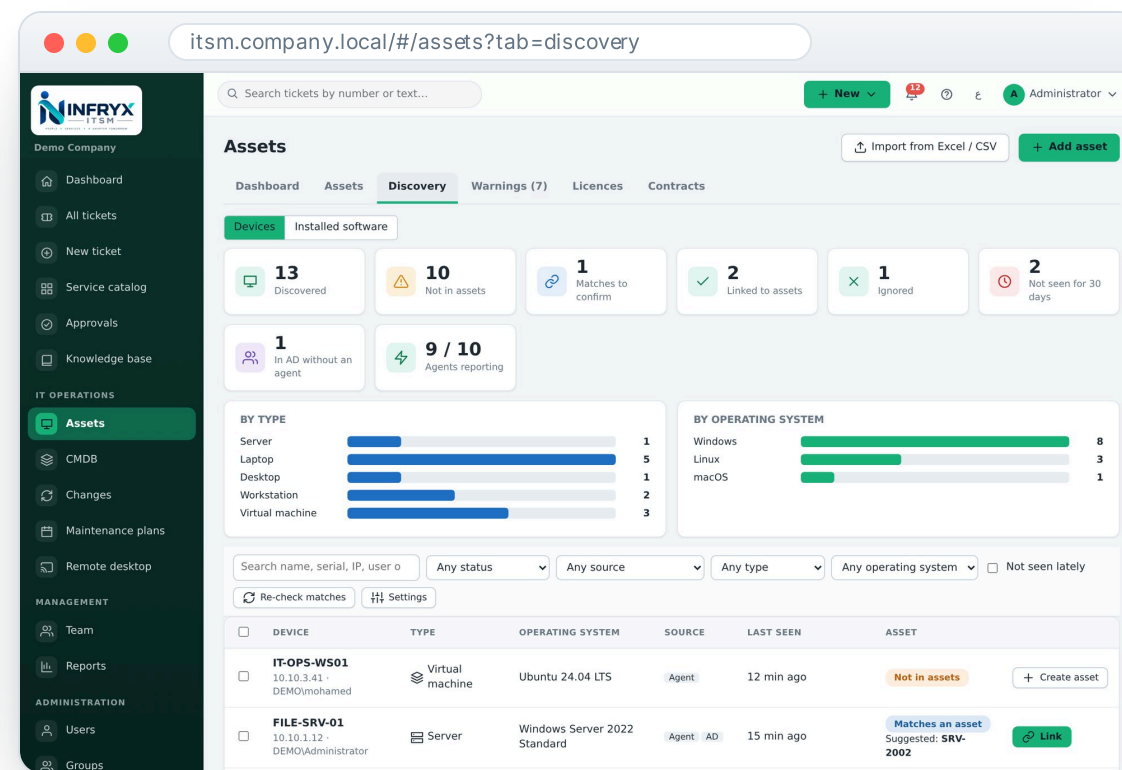
Change, CAB & problem

Every device found, counted and owned

Asset dashboard with warranty and age, plus Auto Discovery from the agent and Active Directory — matched to assets for review.



Status, type, warranty and fleet age

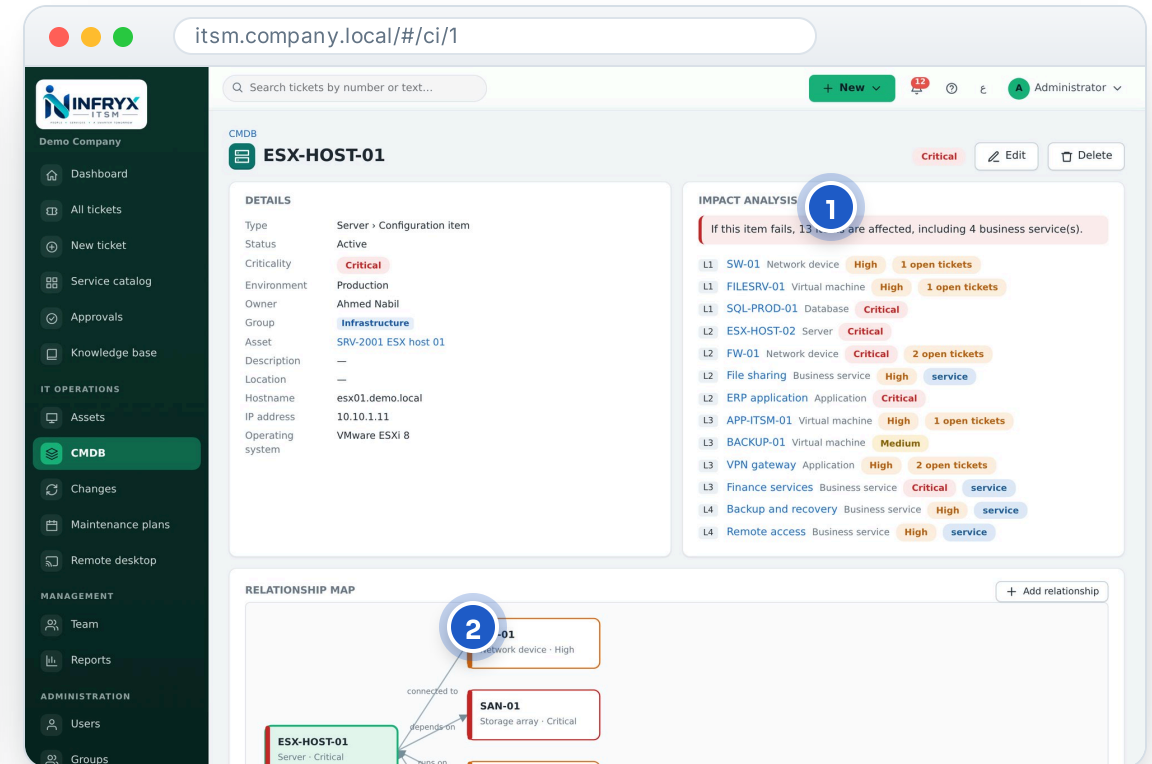
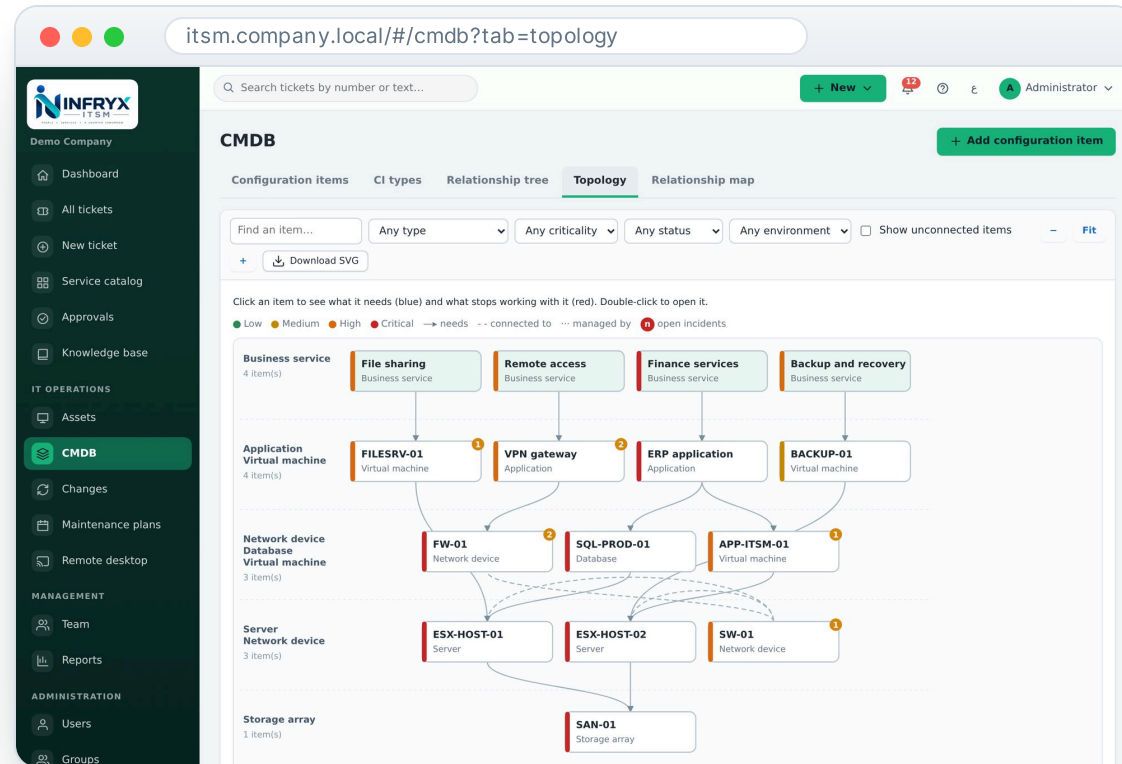


Licences with seat compliance, contracts with expiry alerts

Discovered devices: by type and OS, matched or new

See what breaks before it breaks

Configuration items with icons, colours and a support group. The topology shows dependencies; each item shows its impact.



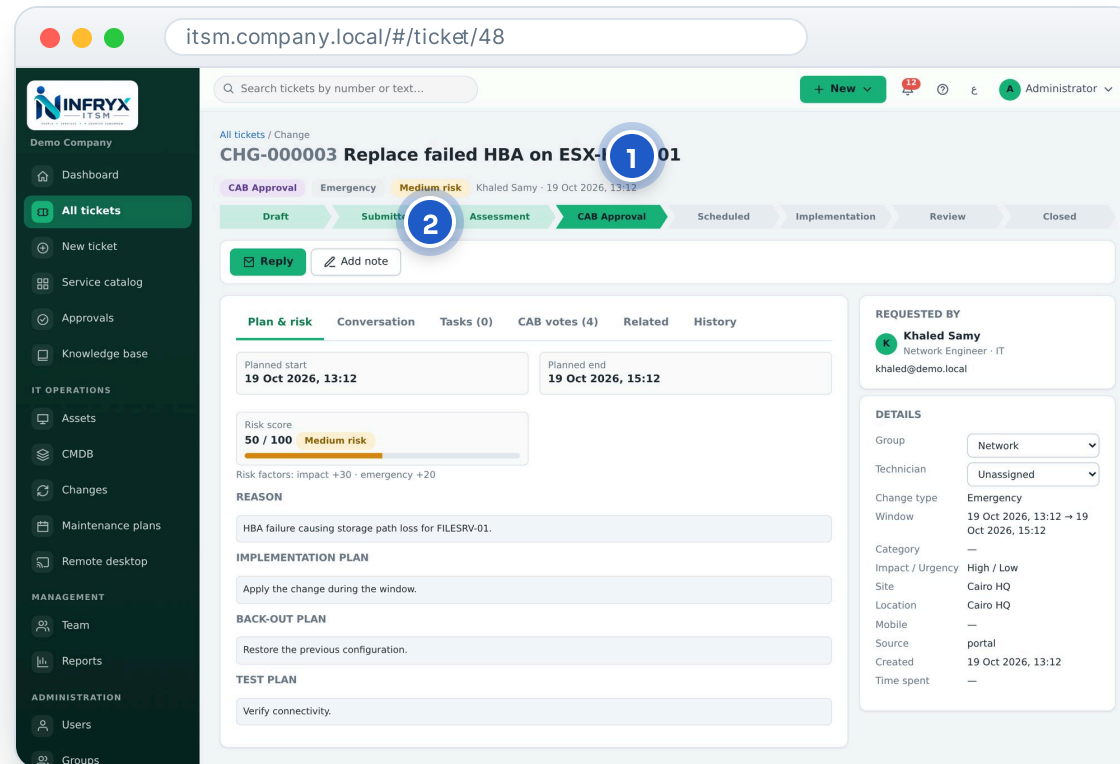
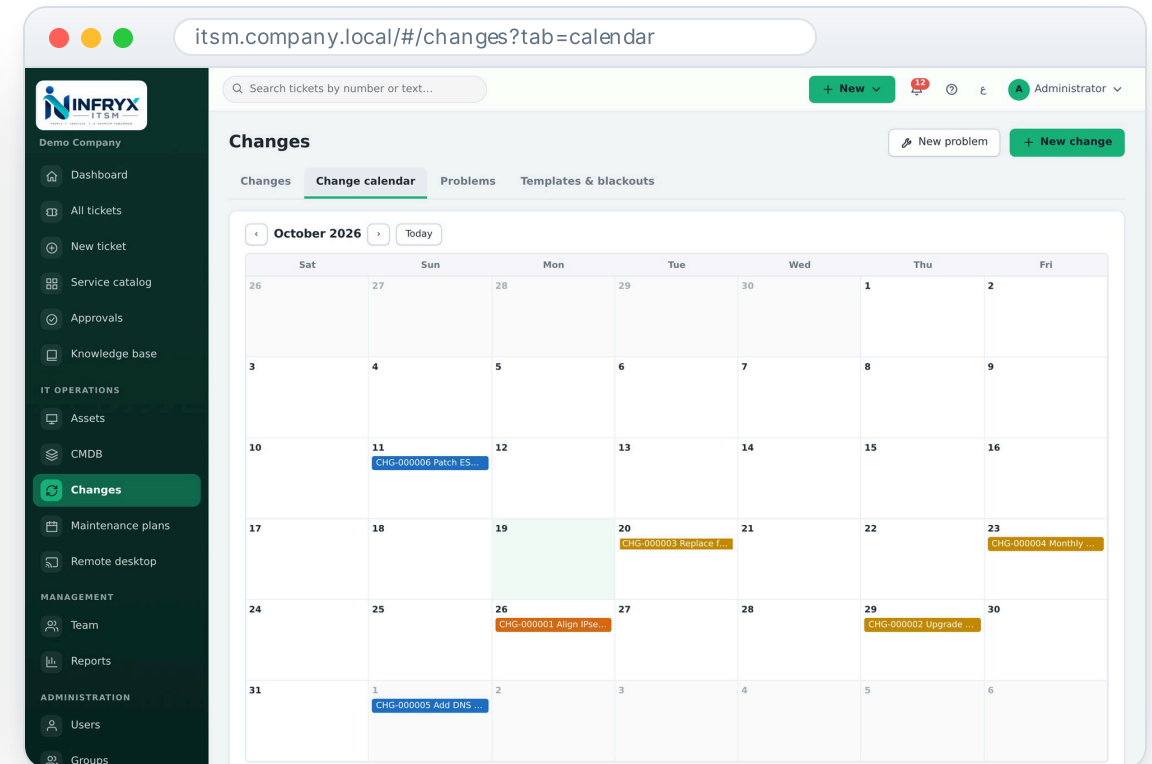
Layered topology from business services to storage

1 Impact analysis: affected services and open tickets

2 Relationship map

Controlled change, clear schedule

Standard, normal and emergency changes with risk scoring, CAB voting, implementation and back-out plans — and a calendar for the whole team.

1 Lifecycle from draft to closed

2 Risk score, plan, back-out and test plan

Change calendar with blackout windows

03

SECTION 03

Remote support

Reach the user's screen and desktop from the browser — no extra remote tool.

Remote desktop

Messages to the desktop

The agent



REMOTE DESKTOP

Who is online — and one click to connect

1 Live status

Each computer with the agent reports Online, its user, IP and group.

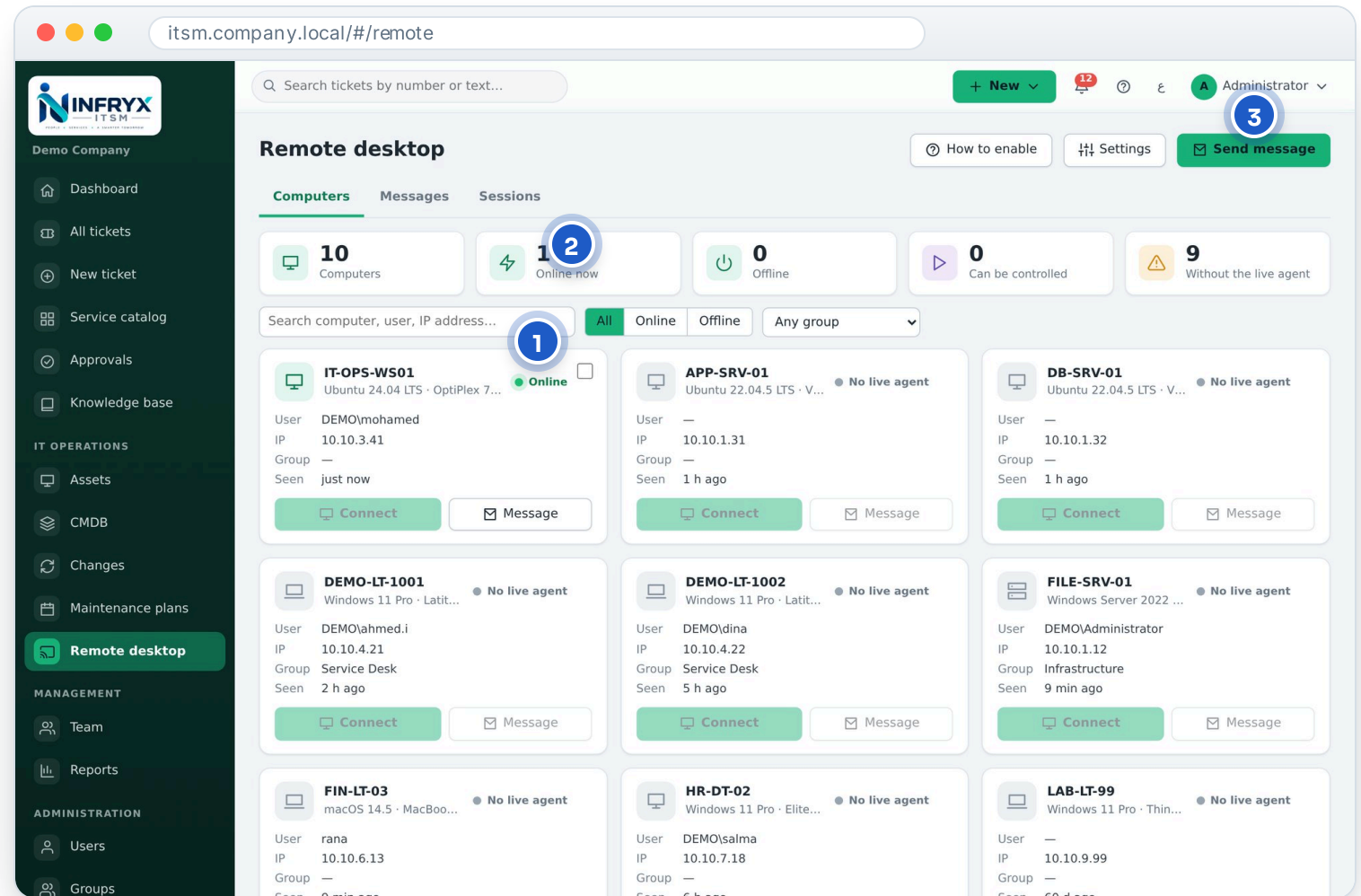
2 Connect

Screen, mouse and keyboard in the browser, with the user's consent. Windows computers.

3 Message

Send a note to one computer, a group or everyone you can see.

Remote control goes only through the agent — no RDP port to open.

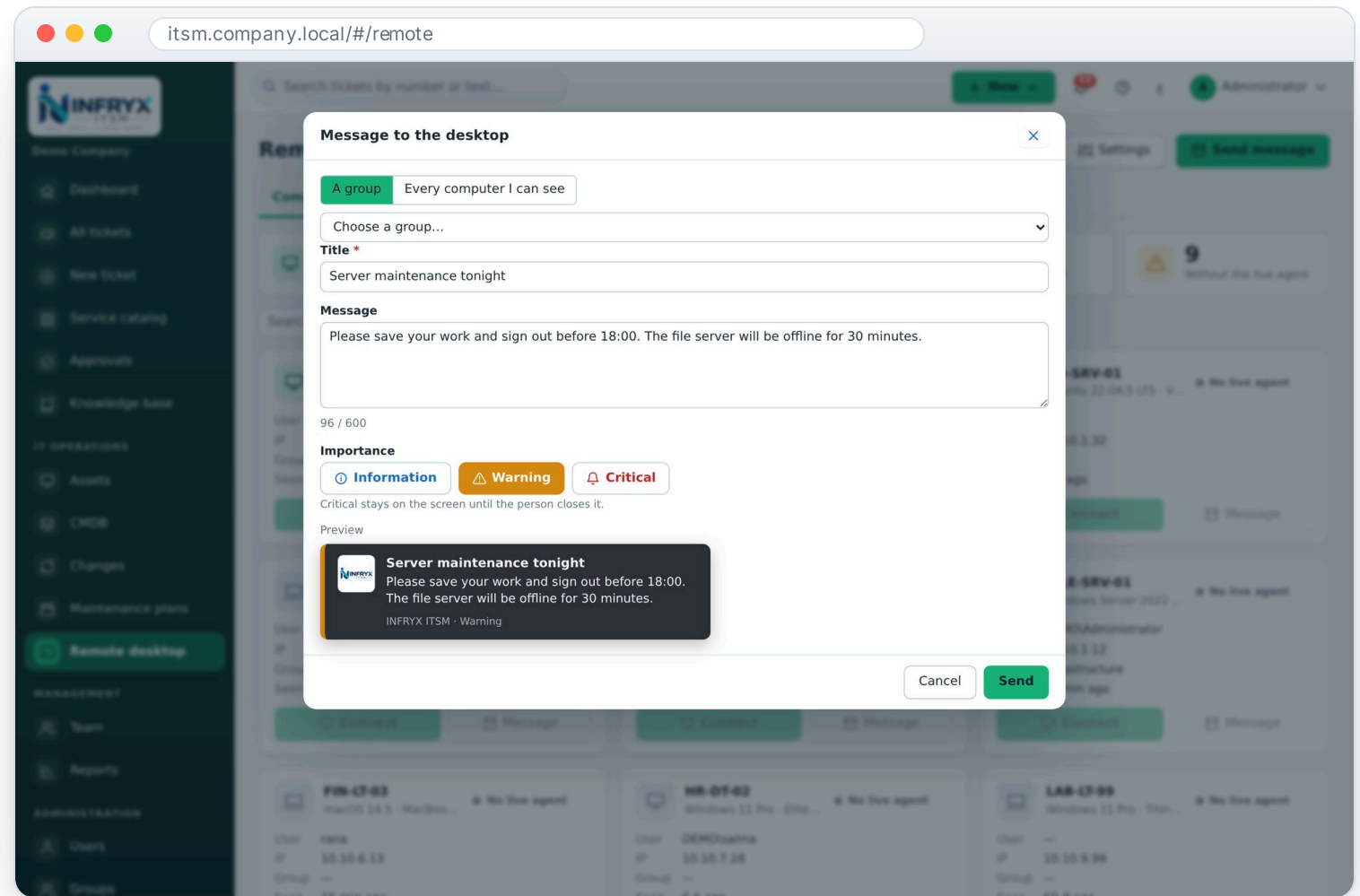


The screenshot displays the 'Remote desktop' section of the INFRYX ITSM interface. The left sidebar contains navigation options: Dashboard, All tickets, New ticket, Service catalog, Approvals, Knowledge base, IT OPERATIONS (Assets, CMDB, Changes, Maintenance plans), and MANAGEMENT (Team, Reports, ADMINISTRATION (Users, Groups)). The main content area shows a summary of computer status: 10 Computers, 1 Online now, 0 Offline, 0 Can be controlled, and 9 Without the live agent. Below this is a search bar and filters for 'All', 'Online', 'Offline', and 'Any group'. A list of computers is shown, each with a 'Connect' button and a 'Message' button. The computers listed are: IT-OPS-WS01 (Online), APP-SRV-01 (No live agent), DB-SRV-01 (No live agent), DEMO-LT-1001 (No live agent), DEMO-LT-1002 (No live agent), FILE-SRV-01 (No live agent), FIN-LT-03 (No live agent), HR-DT-02 (No live agent), and LAB-LT-99 (No live agent).

DESKTOP MESSAGES

Tell users before it happens

- 1 **Three levels**
Information, Warning or Critical. Critical stays until the person closes it.
- 2 **Live preview**
See exactly how the note will look on the desktop.
- 3 **Tracked**
The Messages tab shows who received each note and when.



NEW IN 2.17

A ready-to-install agent

1 Download

Integrations → Auto Discovery → Download the agent. The package carries the server address, company code and token.

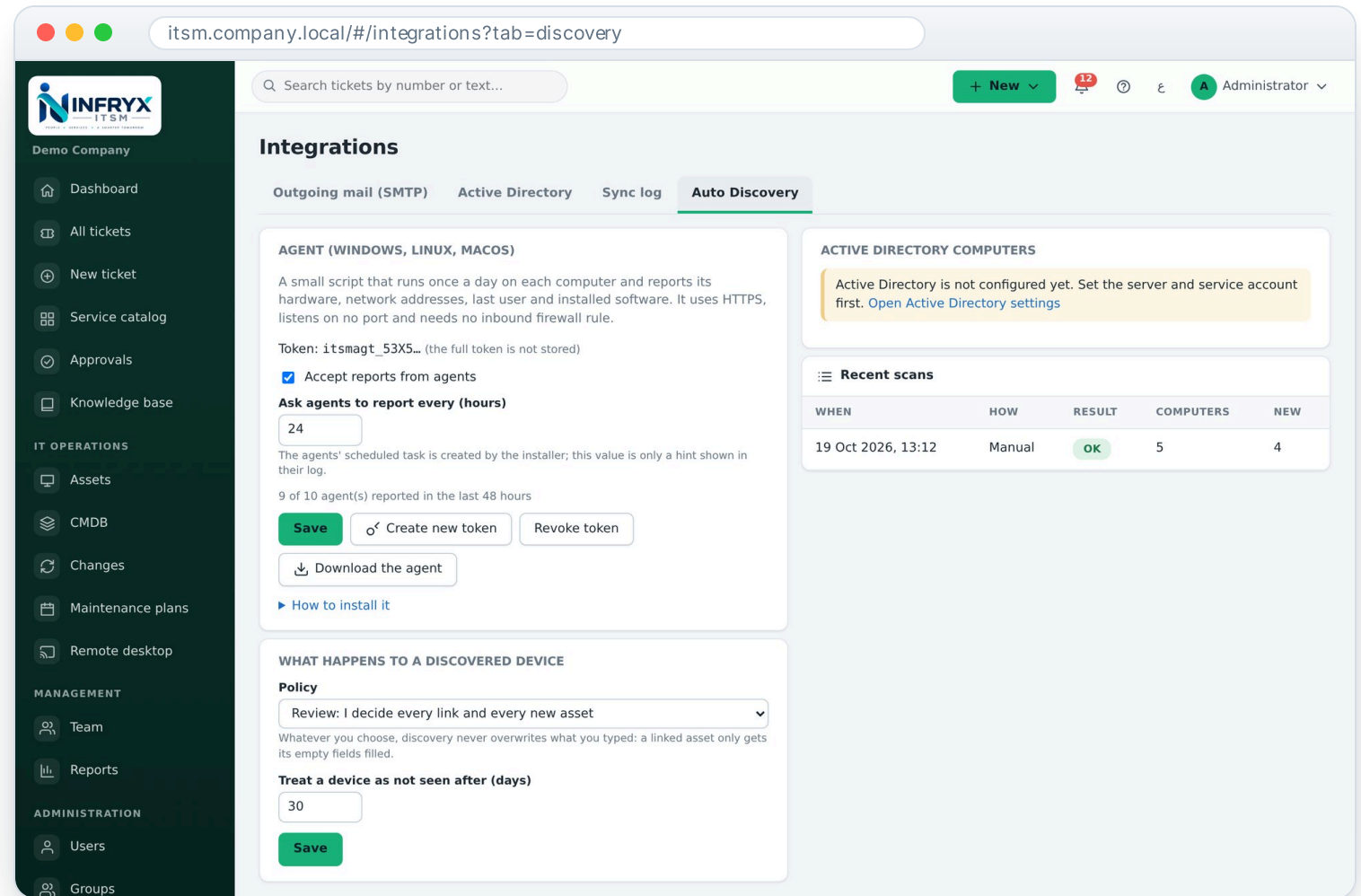
2 Run Install.cmd

Double-click and accept the administrator prompt. A private Python runtime is installed — nothing to prepare.

3 Online

Within a minute the computer is in Discovery and Online in Remote desktop.

- Install.cmd /quiet for GPO or Intune
- Outgoing connections only — listens on no port
- Linux / macOS: one script with the same settings



The screenshot shows the INFRIX ITSM web interface. The left sidebar contains a navigation menu with sections: Demo Company (Dashboard, All tickets, New ticket, Service catalog, Approvals, Knowledge base), IT OPERATIONS (Assets, CMDB, Changes, Maintenance plans, Remote desktop), MANAGEMENT (Team, Reports), and ADMINISTRATION (Users, Groups). The main content area is titled 'Integrations' and has tabs for 'Outgoing mail (SMTP)', 'Active Directory', 'Sync log', and 'Auto Discovery' (which is selected). The 'Auto Discovery' tab shows settings for an agent (WINDOWS, LINUX, MACOS), including a description, token, and a checkbox to 'Accept reports from agents'. Below this is a section for 'Ask agents to report every (hours)' with a value of 24. There are buttons for 'Save', 'Create new token', 'Revoke token', and 'Download the agent'. A 'Recent scans' table is also visible on the right side of the interface.

WHEN	HOW	RESULT	COMPUTERS	NEW
19 Oct 2026, 13:12	Manual	OK	5	4

04

SECTION 04

Platform & administration

Run it, measure it, protect it.

Automation & team

Reports

Backup & restore

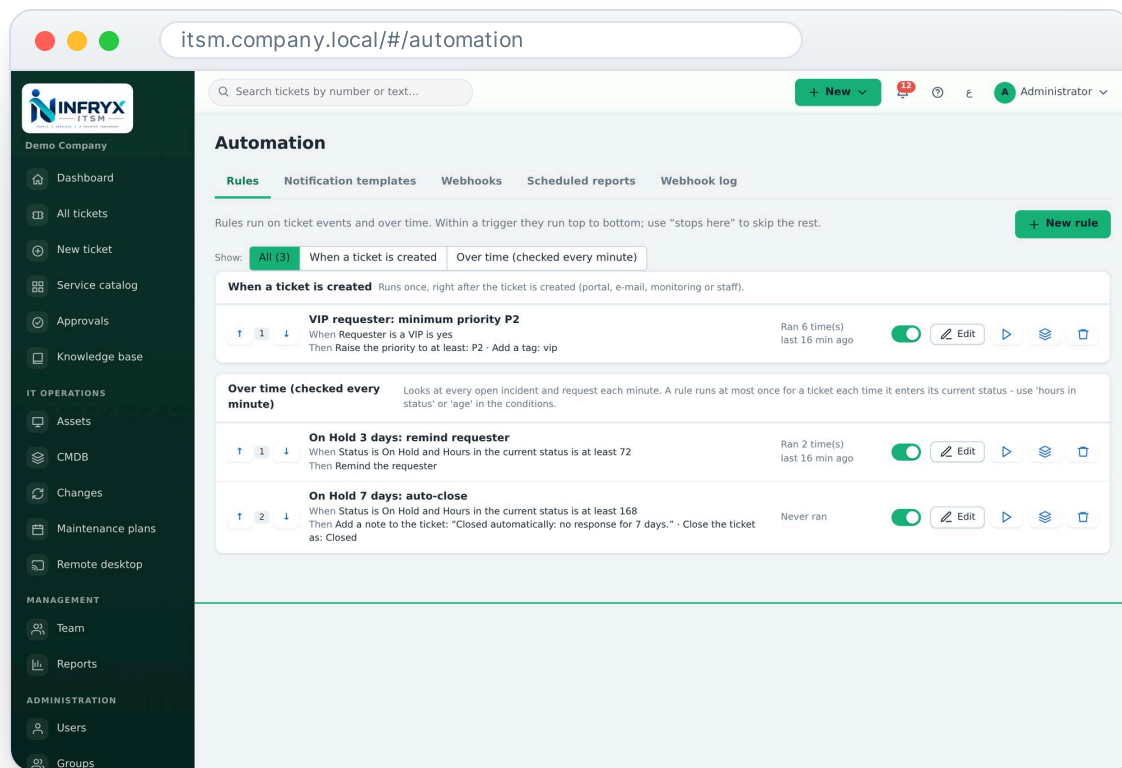
Security & licensing

Arabic



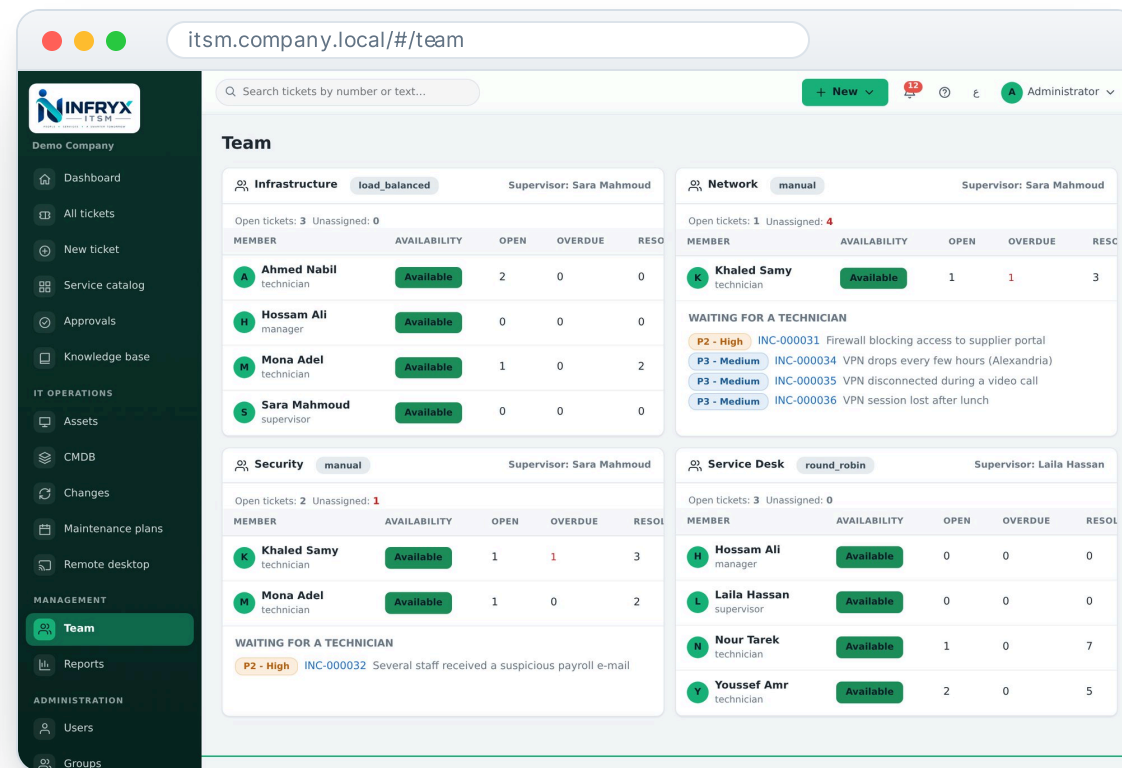
Let rules do the routine work

Rule builder with conditions and ordered actions, tested on a real ticket first. The Team view shows every group's queue and availability.



The screenshot shows the 'Automation' page in the INFRIX ITSM interface. The left sidebar contains navigation links for Dashboard, All tickets, New ticket, Service catalog, Approvals, Knowledge base, IT OPERATIONS (Assets, CMDB, Changes, Maintenance plans, Remote desktop), and MANAGEMENT (Team, Reports, Users, Groups). The main content area is titled 'Automation' and includes tabs for Rules, Notification templates, Webhooks, Scheduled reports, and Webhook log. A search bar at the top allows searching tickets by number or text. A '+ New rule' button is visible. The 'Rules' tab is active, showing a list of rules. The first rule is 'When a ticket is created', which triggers an action 'VIP requester: minimum priority P2'. The second rule is 'Over time (checked every minute)', which triggers an action 'On Hold 3 days: remind requester' and 'On Hold 7 days: auto-close'.

When created / updated / every few minutes



The screenshot shows the 'Team' page in the INFRIX ITSM interface. The left sidebar is identical to the Automation page. The main content area is titled 'Team' and displays a list of team members with their availability, open tickets, and overdue tickets. The 'Infrastructure' team is selected, showing members Ahmed Nabil, Hossam Ali, Mona Adel, and Sara Mahmoud. The 'Network' team is also shown, with members Khaled Samy and Hossam Ali. The 'Security' team is shown with members Khaled Samy and Mona Adel. The 'Service Desk' team is shown with members Hossam Ali, Laila Hassan, Nour Tarek, and Youssef Amr. Each team member's row includes columns for Member, Availability, Open, Overdue, and Resolved tickets. A 'Waiting for a technician' section is also visible, listing tickets that are currently being handled.

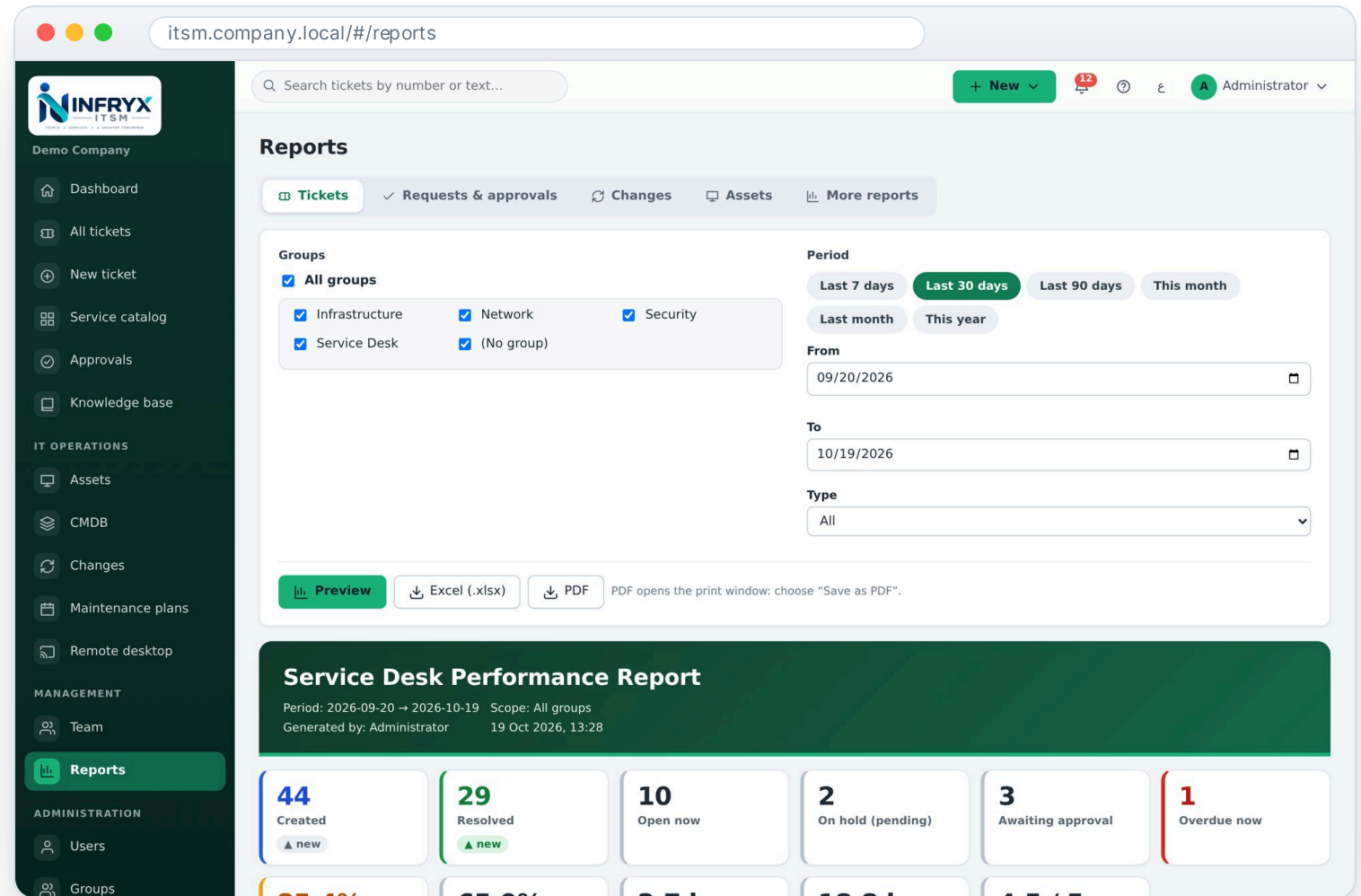
Notification templates, webhooks, Teams, scheduled reports

Availability, open, overdue and waiting per group

REPORTS

A report centre, not just charts

- 23 reports**
Service desk, SLA, people, problem & change, assets and CMDB.
- Filters**
Groups, period and type, with presets for the last 7 / 30 / 90 days.
- Share**
Preview, Excel (CSV) and PDF; schedule reports by e-mail.

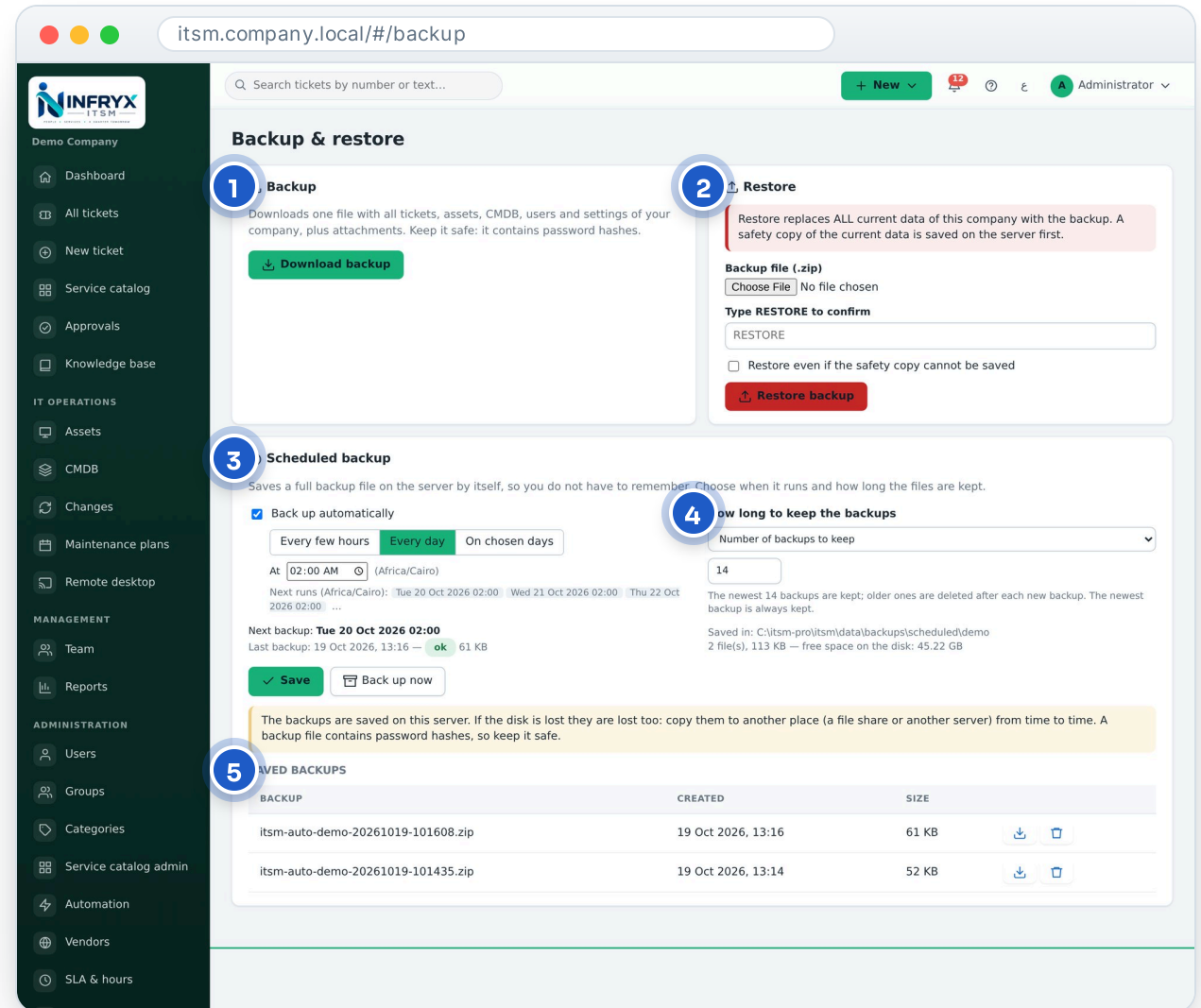


The screenshot shows the INFRIX ITSM Reports interface. The left sidebar contains a navigation menu with sections: Demo Company (Dashboard, All tickets, New ticket, Service catalog, Approvals, Knowledge base), IT OPERATIONS (Assets, CMDB, Changes, Maintenance plans, Remote desktop), MANAGEMENT (Team), and ADMINISTRATION (Users, Groups). The main content area is titled 'Reports' and includes a search bar, a '+ New' button, and a user profile 'Administrator'. Below the search bar are tabs for 'Tickets', 'Requests & approvals', 'Changes', 'Assets', and 'More reports'. The 'Tickets' tab is active, showing filters for 'Groups' (All groups, Infrastructure, Network, Security, Service Desk, (No group)) and 'Period' (Last 7 days, Last 30 days, Last 90 days, This month, Last month, This year). There are also 'From' and 'To' date pickers and a 'Type' dropdown set to 'All'. At the bottom of the filters are buttons for 'Preview', 'Excel (.xlsx)', and 'PDF'. Below the filters is a 'Service Desk Performance Report' section with a green header and a table of metrics:

Service Desk Performance Report					
Period: 2026-09-20 → 2026-10-19 Scope: All groups Generated by: Administrator 19 Oct 2026, 13:28					
44 Created ▲ new	29 Resolved ▲ new	10 Open now	2 On hold (pending)	3 Awaiting approval	1 Overdue now

Your data, safe — on a schedule

- 1 **Download any time**
One zip with all tickets, assets, CMDB, users, settings and attachments.
- 2 **Safe restore**
Type RESTORE to confirm; a safety copy of the current data is saved first.
- 3 **Scheduled backup**
Every few hours, every day or on chosen days, at the time you choose.
- 4 **Your retention**
Keep a number of backups or a number of days; the newest is always kept.
- 5 **Saved backups**
Download or delete each saved backup from the same page.



The screenshot shows the 'Backup & restore' page in the INFRYX ITSM application. The interface includes a sidebar with navigation options like Dashboard, Tickets, New ticket, Service catalog, Approvals, Knowledge base, IT OPERATIONS (Assets, CMDB, Changes, Maintenance plans, Remote desktop), MANAGEMENT (Team, Reports), and ADMINISTRATION (Users, Groups, Categories, Service catalog admin, Automation, Vendors, SLA & hours). The main content area is divided into sections for Backup, Restore, Scheduled backup, and Saved backups.

1 Backup: A section with a 'Download backup' button. Below it, a 'Scheduled backup' section allows users to configure automatic backups. It includes options for frequency (Every few hours, Every day, On chosen days), time (At 02:00 AM), and location (Africa/Cairo). It also shows the next backup time (Tue 20 Oct 2026 02:00) and the last backup status (19 Oct 2026, 13:16, 61 KB). A 'Save' button and a 'Back up now' button are present.

2 Restore: A section with a 'Restore backup' button. It includes a warning that restoring will replace all current data. Below this, there is a 'Backup file (.zip)' section with a 'Choose File' button and a 'Type RESTORE to confirm' dropdown menu. A checkbox for 'Restore even if the safety copy cannot be saved' is also present.

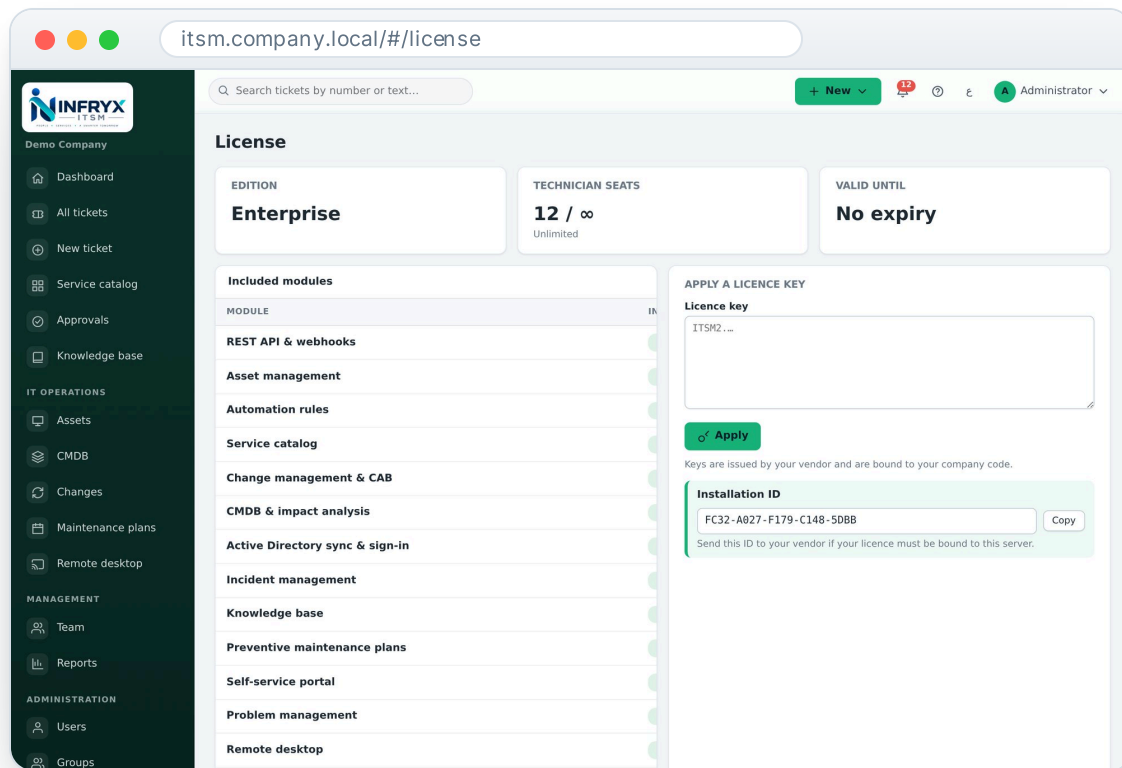
3 Scheduled backup: A section with a 'Back up automatically' checkbox. It includes a 'Number of backups to keep' dropdown menu set to 14. Below this, it shows the path where backups are saved (C:\itsm-pro\itsm\data\backups\scheduled\demo) and the free space on the disk (45.22 GB).

4 How long to keep the backups: A section with a 'Number of backups to keep' dropdown menu set to 14. It includes a warning that the newest 14 backups are kept, and older ones are deleted after each new backup.

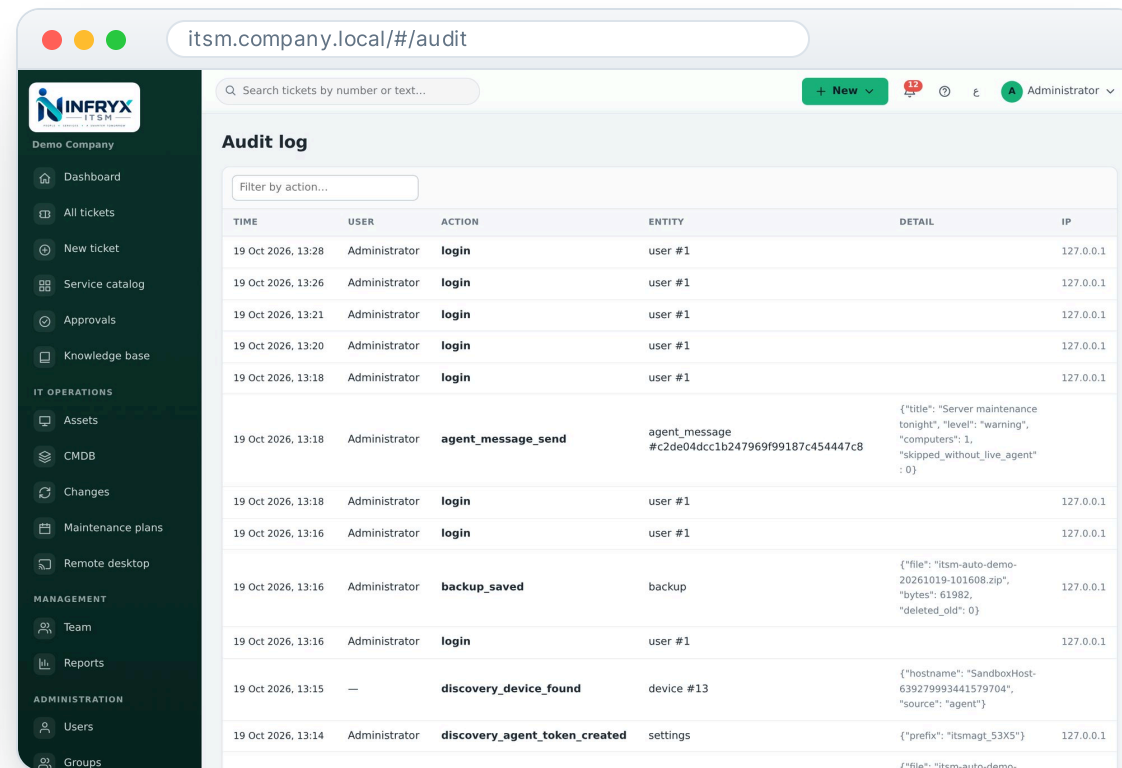
5 SAVED BACKUPS: A table listing saved backups with columns for BACKUP, CREATED, and SIZE. It includes download and delete icons for each backup.

BACKUP	CREATED	SIZE
itsm-auto-demo-20261019-101608.zip	19 Oct 2026, 13:16	61 KB
itsm-auto-demo-20261019-101435.zip	19 Oct 2026, 13:14	52 KB

A protected product and protected data



The screenshot shows the 'License' management page in the INFRYX ITSM application. The URL is 'itsm.company.local/#/license'. The interface includes a sidebar with navigation options like Dashboard, All tickets, New ticket, Service catalog, Approvals, Knowledge base, IT OPERATIONS, Assets, CMDB, Changes, Maintenance plans, Remote desktop, MANAGEMENT, Team, Reports, ADMINISTRATION, Users, and Groups. The main content area displays the current license details: Edition 'Enterprise', Technician Seats '12 / ∞ Unlimited', and Valid Until 'No expiry'. Below this, there is a list of included modules such as REST API & webhooks, Asset management, Automation rules, Service catalog, Change management & CAB, CMDB & impact analysis, Active Directory sync & sign-in, Incident management, Knowledge base, Preventive maintenance plans, Self-service portal, Problem management, and Remote desktop. On the right, there is a section to 'APPLY A LICENCE KEY' with a text input for the license key, an 'Apply' button, and an 'Installation ID' field with a 'Copy' button. A note states: 'Keys are issued by your vendor and are bound to your company code. Send this ID to your vendor if your licence must be bound to this server.'



The screenshot shows the 'Audit log' page in the INFRYX ITSM application. The URL is 'itsm.company.local/#/audit'. The interface includes the same sidebar as the license page. The main content area displays a table of audit logs with columns: TIME, USER, ACTION, ENTITY, DETAIL, and IP. The table contains several entries, including multiple login attempts by the Administrator, an agent message send action, a backup saved action, a discovery device found action, and a discovery agent token created action. The details for some actions are shown in a JSON format.

TIME	USER	ACTION	ENTITY	DETAIL	IP
19 Oct 2026, 13:28	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:26	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:21	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:20	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:18	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:18	Administrator	agent_message_send	agent_message	{ "title": "Server maintenance tonight", "level": "warning", "computers": 1, "skipped_without_live_agent": 0 }	
19 Oct 2026, 13:18	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:16	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:16	Administrator	backup_saved	backup	{ "file": "itsm-auto-demo-20261019-101608.zip", "bytes": 61982, "deleted_old": 0 }	127.0.0.1
19 Oct 2026, 13:16	Administrator	login	user #1		127.0.0.1
19 Oct 2026, 13:15	—	discovery_device_found	device #13	{ "hostname": "SandboxHost-639279993441579704", "source": "agent" }	
19 Oct 2026, 13:14	Administrator	discovery_agent_token_created	settings	{ "prefix": "itsmagt_53X5" }	127.0.0.1

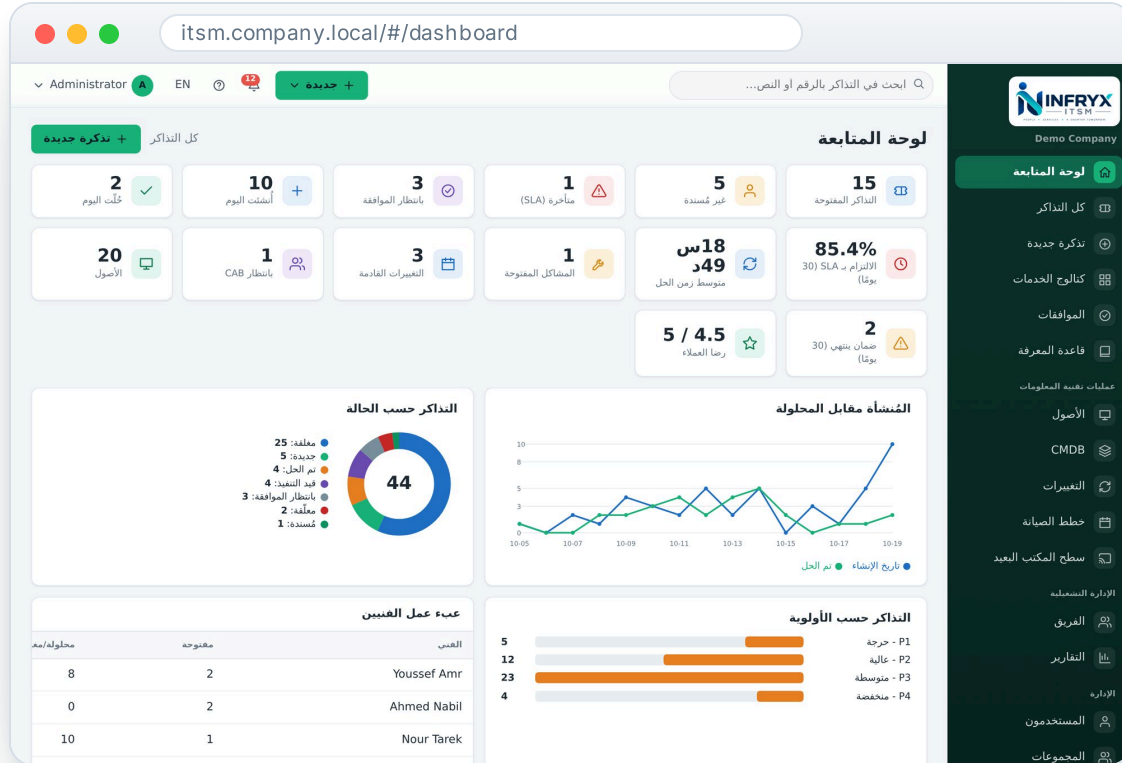
Signed licence keys (Ed25519) — the product verifies, never creates

Encrypted SMTP / AD passwords, hashed user passwords

Audit log: sign-ins, backups, settings, agents

Full Arabic with a true right-to-left layout

Every screen, notification and report in English or Arabic. Each user picks a language with one click.



Dashboard (اللوحة المتابعة) - Demo Company

كل التذاكر: 2 جديدة, 10 قيد العمل, 3 بانتظار الموافقة, 1 متأخرة (SLA), 5 غير مُستندة, 15 التذاكر المفتوحة

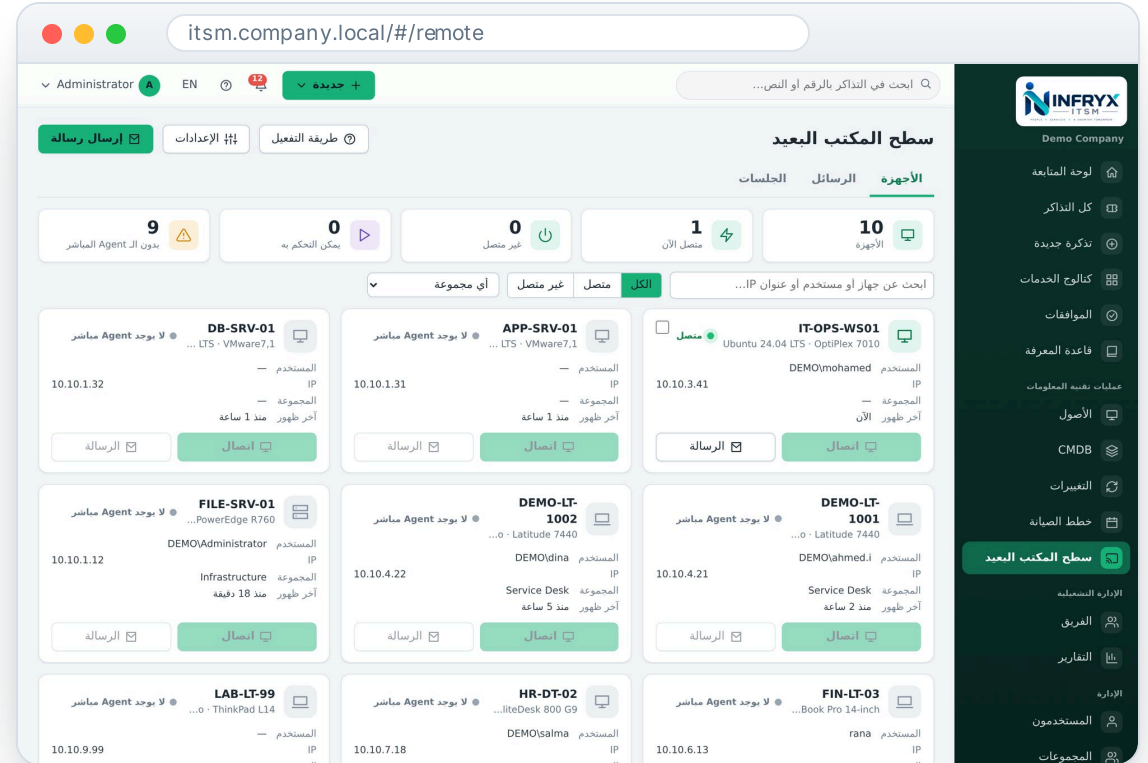
20 الأصول, 1 بانتظار CAB, 3 التغييرات القادمة, 1 المشاكل المفتوحة, 18 ساعة متوسط زمن الحل, 85.4% الالتزام بـ SLA (30 يومًا), 2 ضمان ينتهي (30 يومًا), 5 / 4.5 رضا العملاء

التذاكر حسب الحالة: 25 معلقة, 5 جديدة, 4 تم الحل, 4 قيد المراجعة, 3 بانتظار الموافقة, 2 معلقة, 1 مُستندة

الفشل مقابل المحلول: 44

عمل عمال القبول: 8 محلول/تم, 2 مفتوحة, 0, 10

التذاكر حسب الأولوية: 5 - P1, 12 - P2, 23 - P3, 4 - P4



سطح المكتب البعيد (Remote Control) - Demo Company

الأجهزة: 9 بدون الـ Agent المباشر, 0 يمكن التحكم به, 0 غير متصل, 1 متصل الآن, 10 الأجهزة

ابحث عن جهاز أو مستخدم أو عنوان IP...

DB-SRV-01: لا يوجد Agent مباشر, 10.10.1.32, المستخدم: IP, المجموعة: آخر ظهور منذ 1 ساعة, إرسال الرسالة, اتصال

APP-SRV-01: لا يوجد Agent مباشر, 10.10.1.31, المستخدم: IP, المجموعة: آخر ظهور منذ 1 ساعة, إرسال الرسالة, اتصال

IT-OPS-WS01: متصل, 10.10.3.41, المستخدم: DEMO\mohamed, IP, المجموعة: آخر ظهور الآن, إرسال الرسالة, اتصال

FILE-SRV-01: لا يوجد Agent مباشر, 10.10.1.12, المستخدم: DEMO\Administrator, IP, المجموعة: آخر ظهور منذ 18 دقيقة, إرسال الرسالة, اتصال

DEMO-LT-1002: لا يوجد Agent مباشر, 10.10.4.22, المستخدم: DEMO\dina, IP, المجموعة: آخر ظهور منذ 5 ساعة, إرسال الرسالة, اتصال

DEMO-LT-1001: لا يوجد Agent مباشر, 10.10.4.21, المستخدم: DEMO\ahmed, IP, المجموعة: آخر ظهور منذ 2 ساعة, إرسال الرسالة, اتصال

LAB-LT-99: لا يوجد Agent مباشر, 10.10.9.99, المستخدم: IP, إرسال الرسالة, اتصال

HR-DT-02: لا يوجد Agent مباشر, 10.10.7.18, المستخدم: DEMO\salma, IP, إرسال الرسالة, اتصال

FIN-LT-03: لا يوجد Agent مباشر, 10.10.6.13, المستخدم: rana, IP, إرسال الرسالة, اتصال

05

SECTION 05

Editions & deployment

Start with what you need, grow when you are ready.

Editions

Deployment



Three editions — each includes the one before

Standard

- ✓ Incident management
- ✓ Service requests
- ✓ Service catalog
- ✓ Knowledge base
- ✓ SLA & business hours
- ✓ Reports & dashboards
- ✓ Self-service portal

Professional

Everything in Standard, plus

- ✓ Problem management
- ✓ Change management & CAB
- ✓ Asset management
- ✓ Automation rules
- ✓ Satisfaction surveys
- ✓ Active Directory sync & sign-in
- ✓ Preventive maintenance plans
- ✓ Remote desktop

Enterprise

Everything in Professional, plus

- ✓ CMDB & impact analysis
- ✓ REST API & webhooks

Simple to install, easy to own

Server

One Windows Server or Linux machine; runs as a Windows service (NSSM).

Access

Any modern browser. Put HTTPS in front for production.

Database

Built-in SQLite, one server process — no separate database to buy.

Agents

Windows package with its own Python runtime; Linux / macOS script.

Backups

Scheduled on the server, with your own retention.

Delivery

A customer release package with a SHA-256 manifest of every file.



Thank you

Ready for a live demo on your own network.

PEOPLE · SERVICES · A SMARTER TOMORROW