



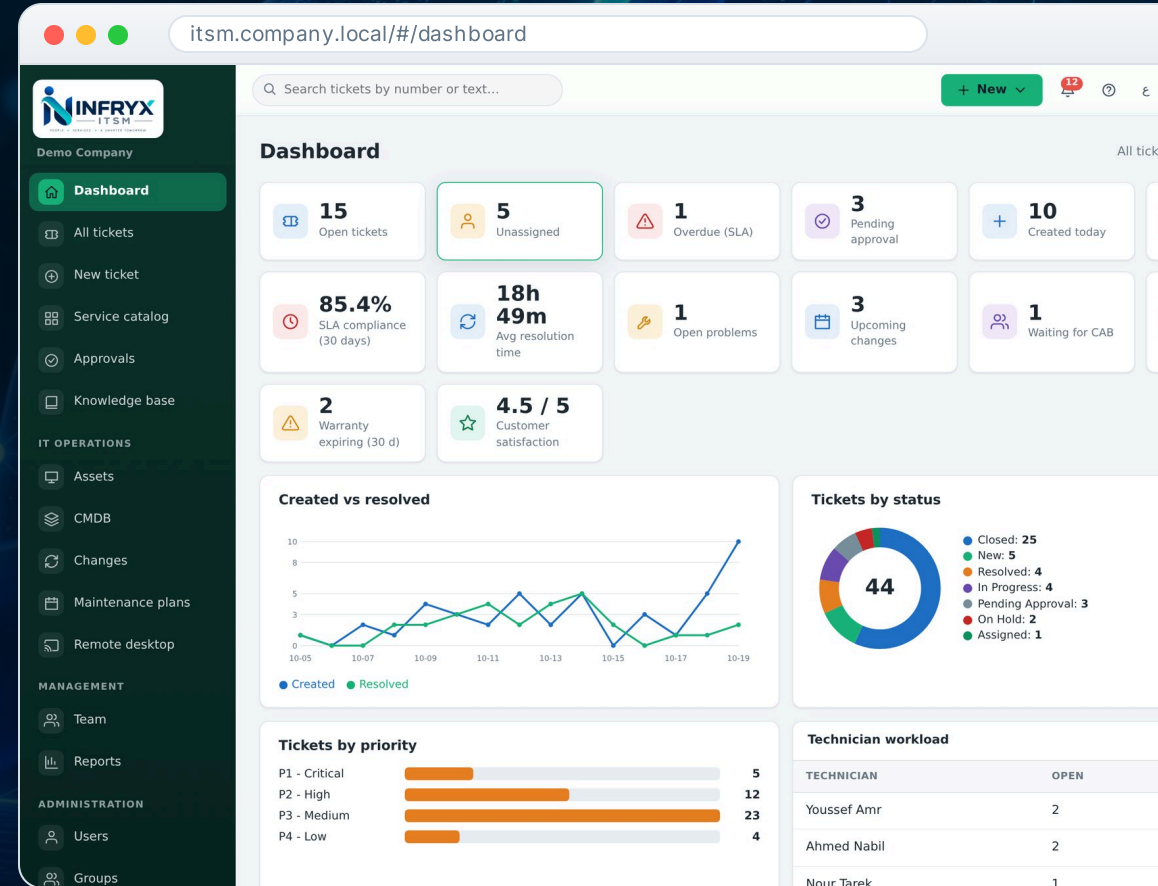
PRODUCT OVERVIEW · VERSION 2.18

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

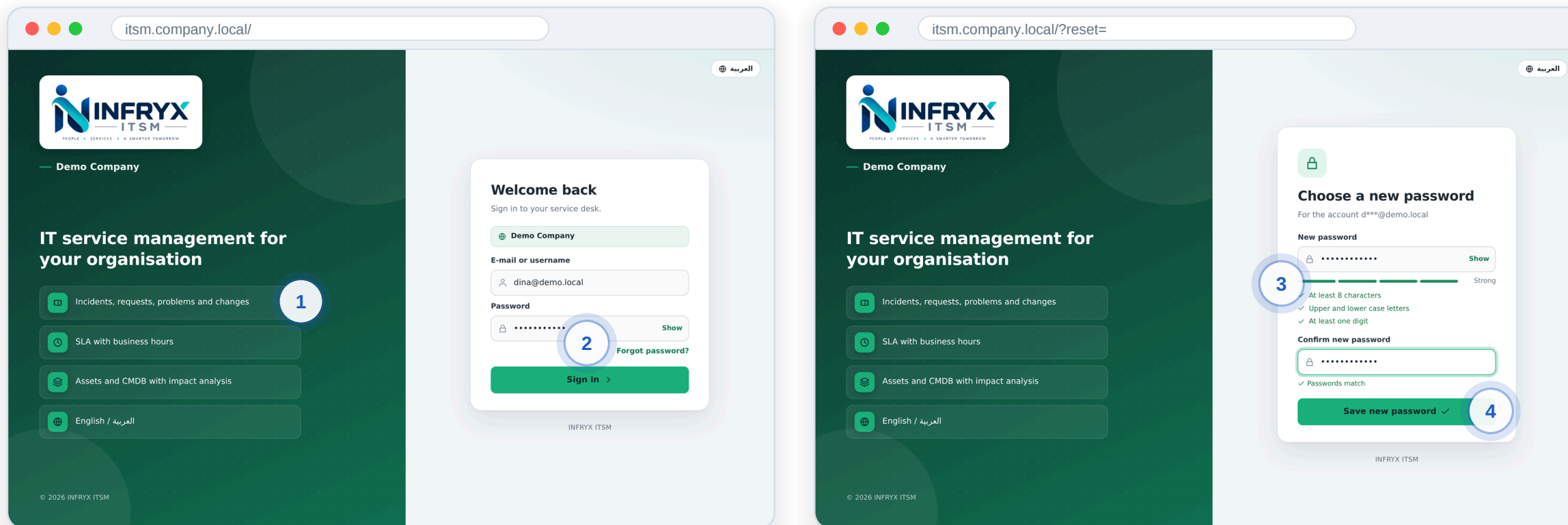
Service catalog & approvals

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

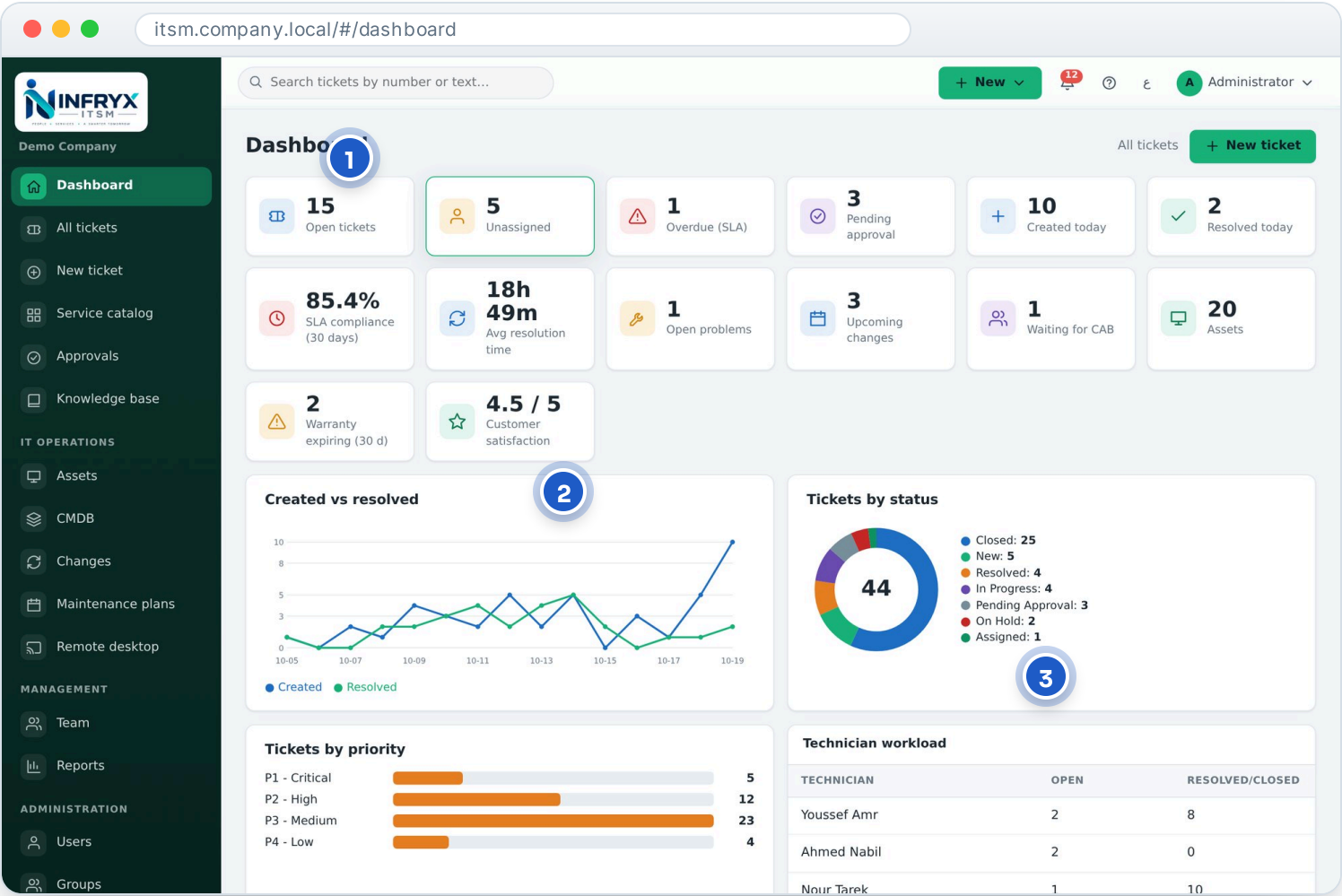
Open, unassigned, overdue, SLA %, CSAT, pending approvals and upcoming changes.
- 2

Trends

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

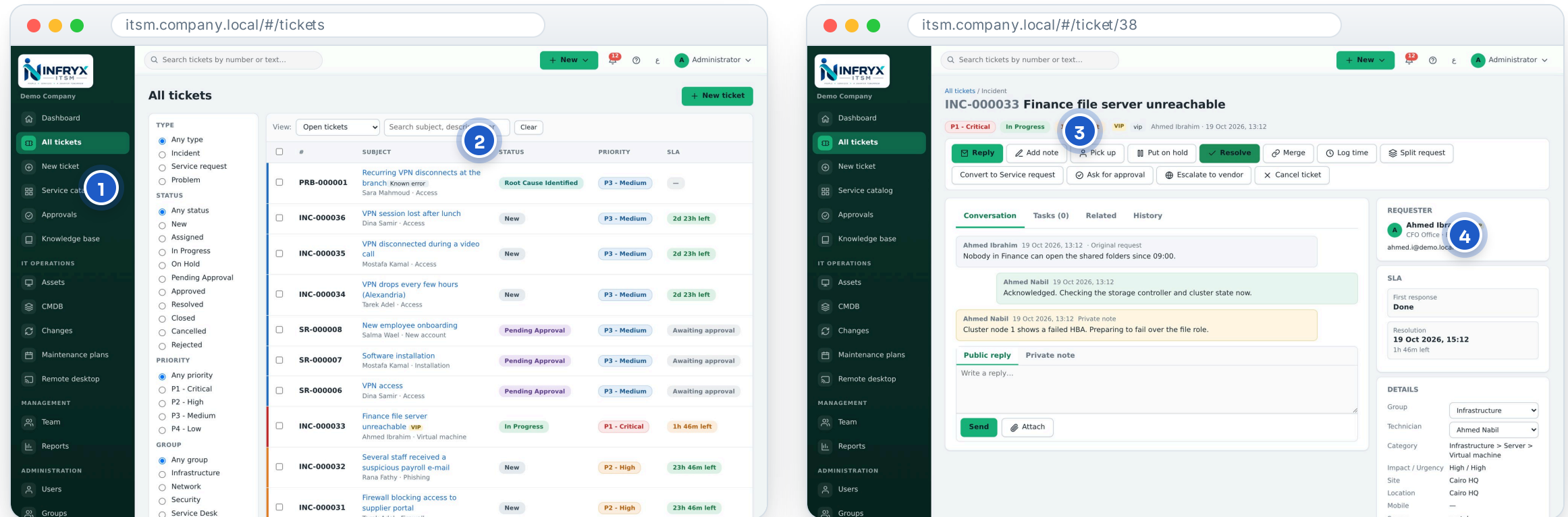
Workload

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. It features a sidebar with filters and views (1), a search bar, and a table of tickets. The table includes columns for ID, Subject, Status, Priority, and SLA (2). The right screenshot shows the details of a specific ticket (INC-000033). It includes a conversation history (3), a requester section (4), and SLA details.

1 Filters & saved views

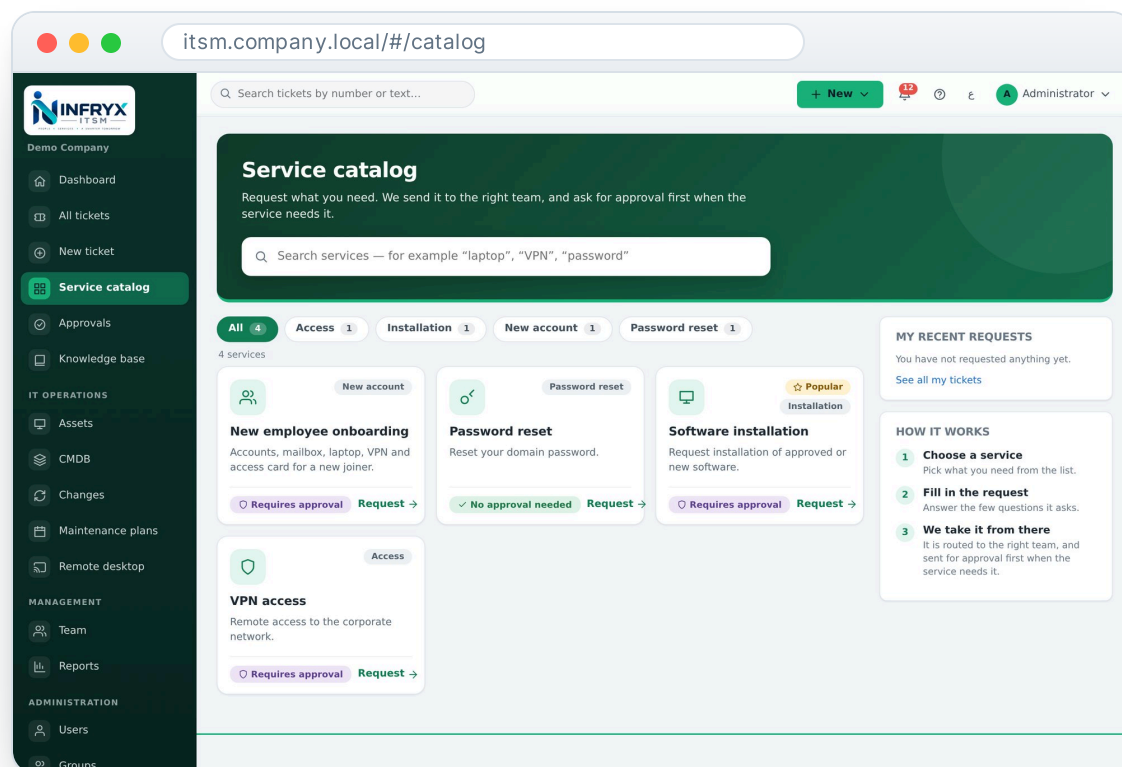
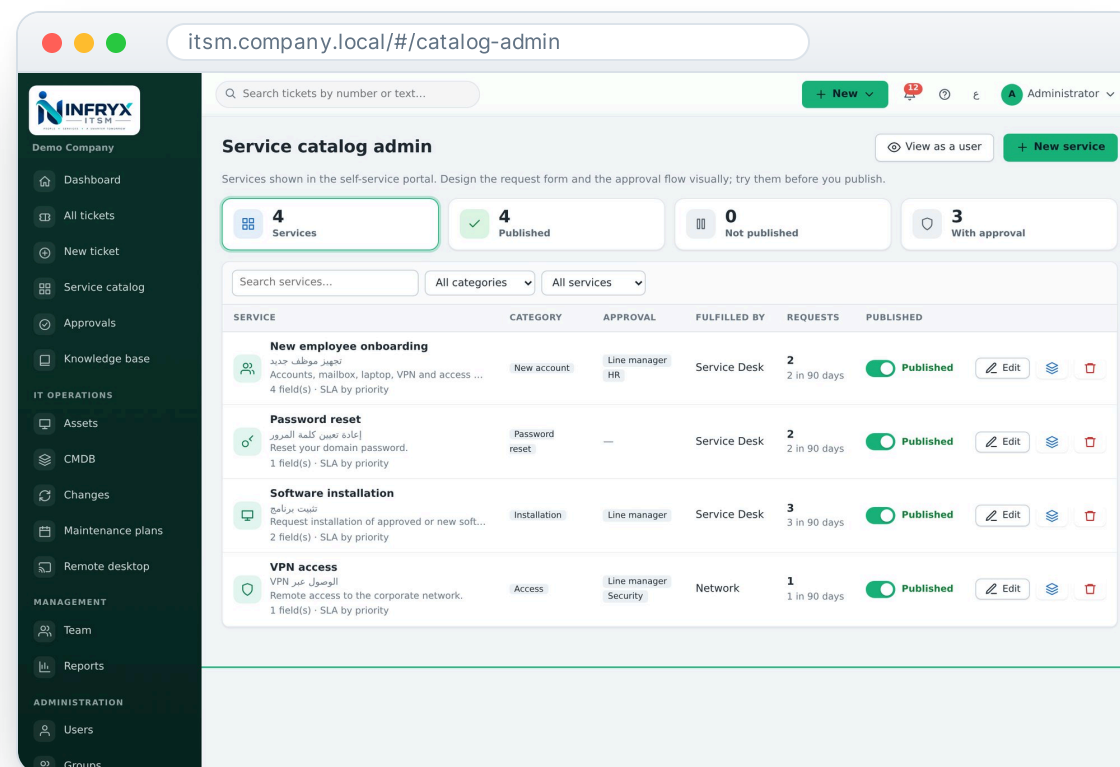
2 SLA badge on every row

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

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

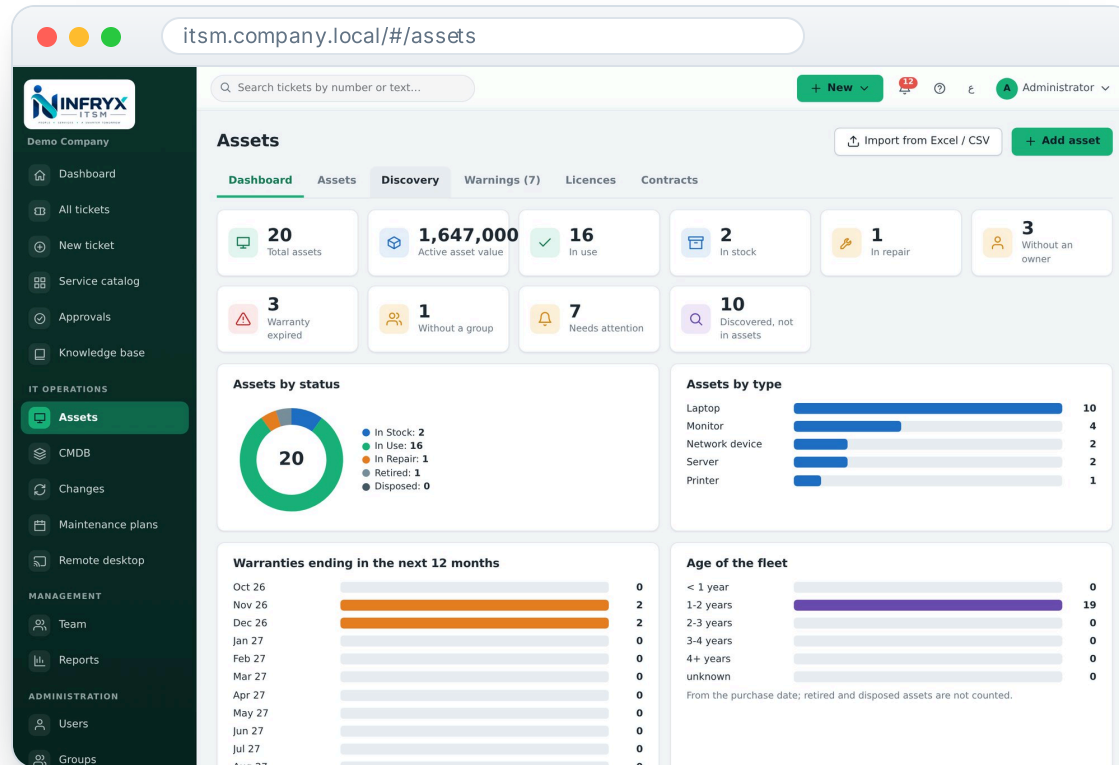
CMDB & impact analysis

Change, CAB & problem

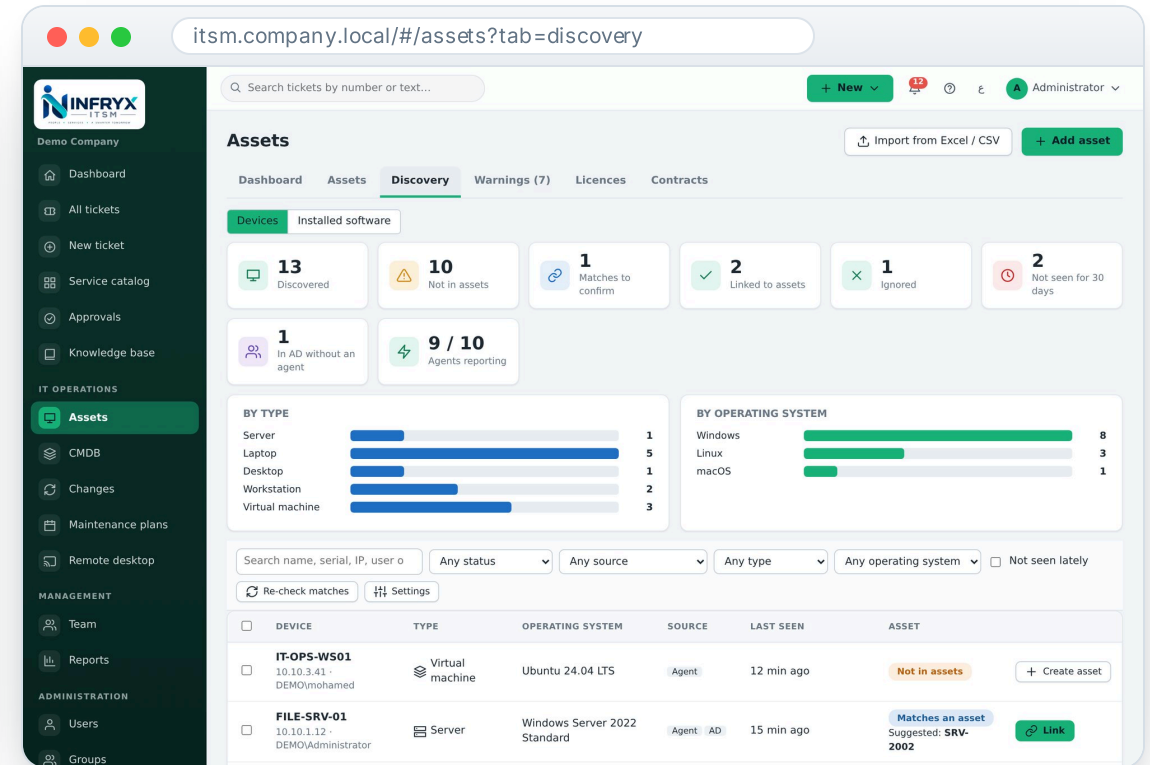


Every device found, counted and owned

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

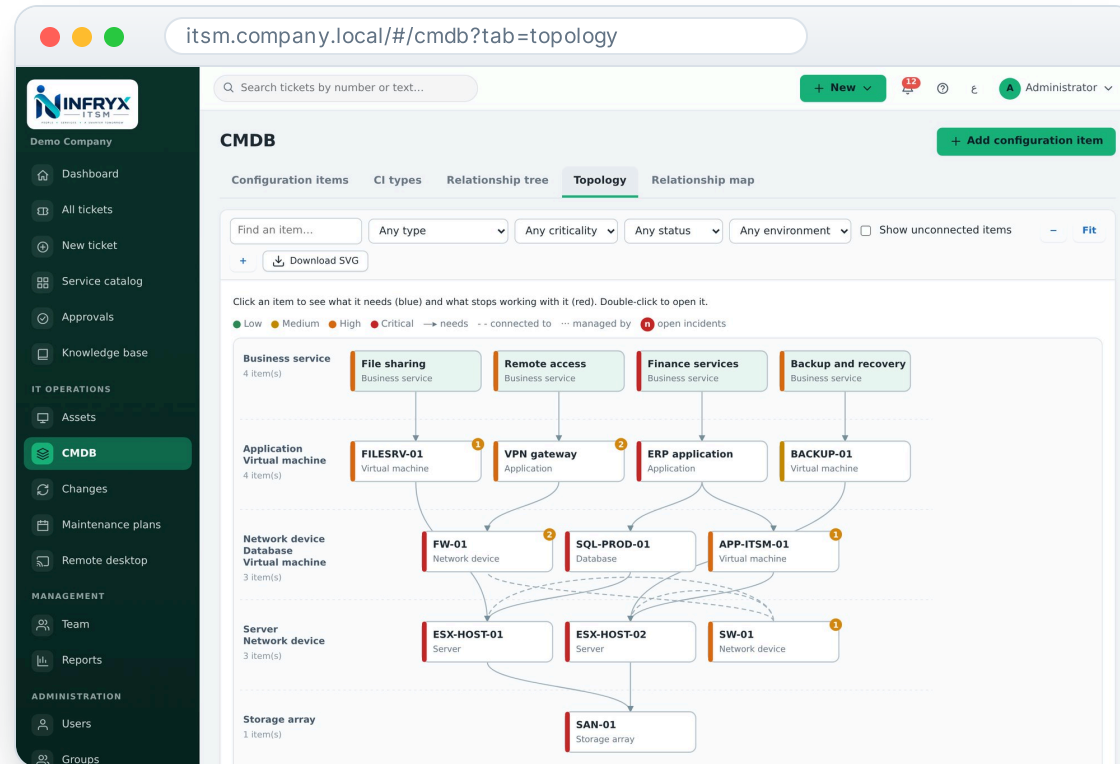
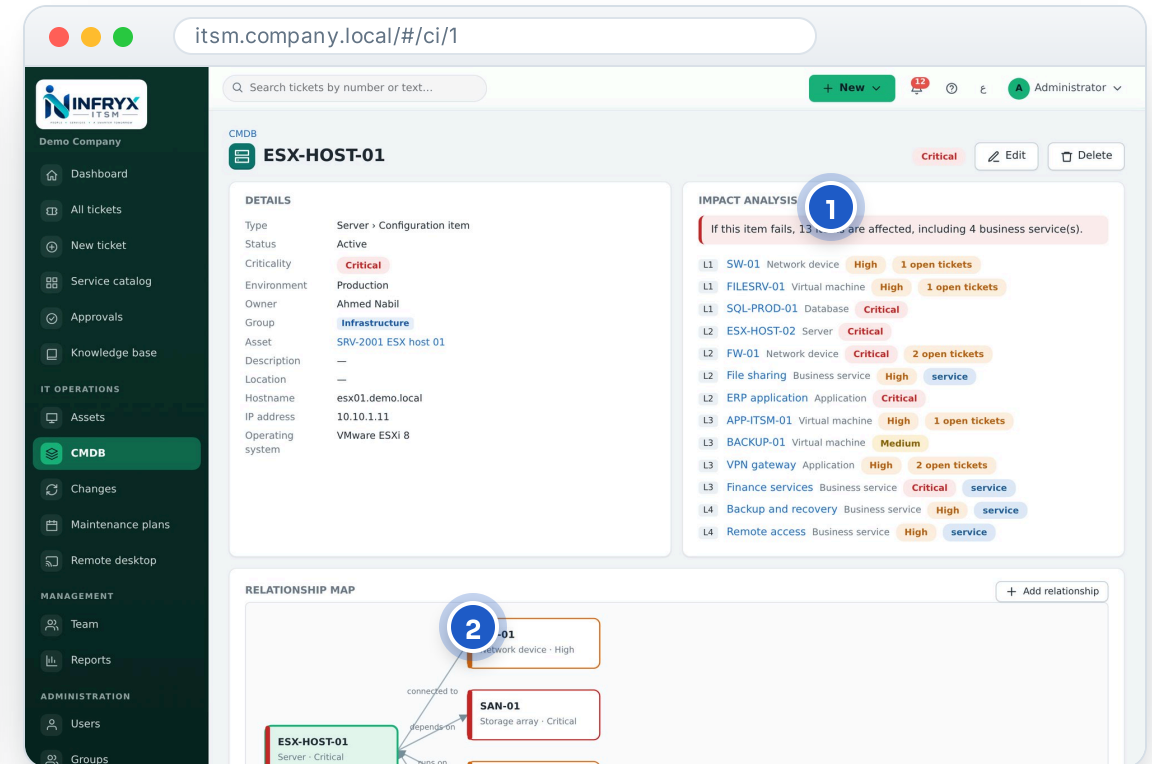


Licences with seat compliance, contracts with expiry alerts

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.



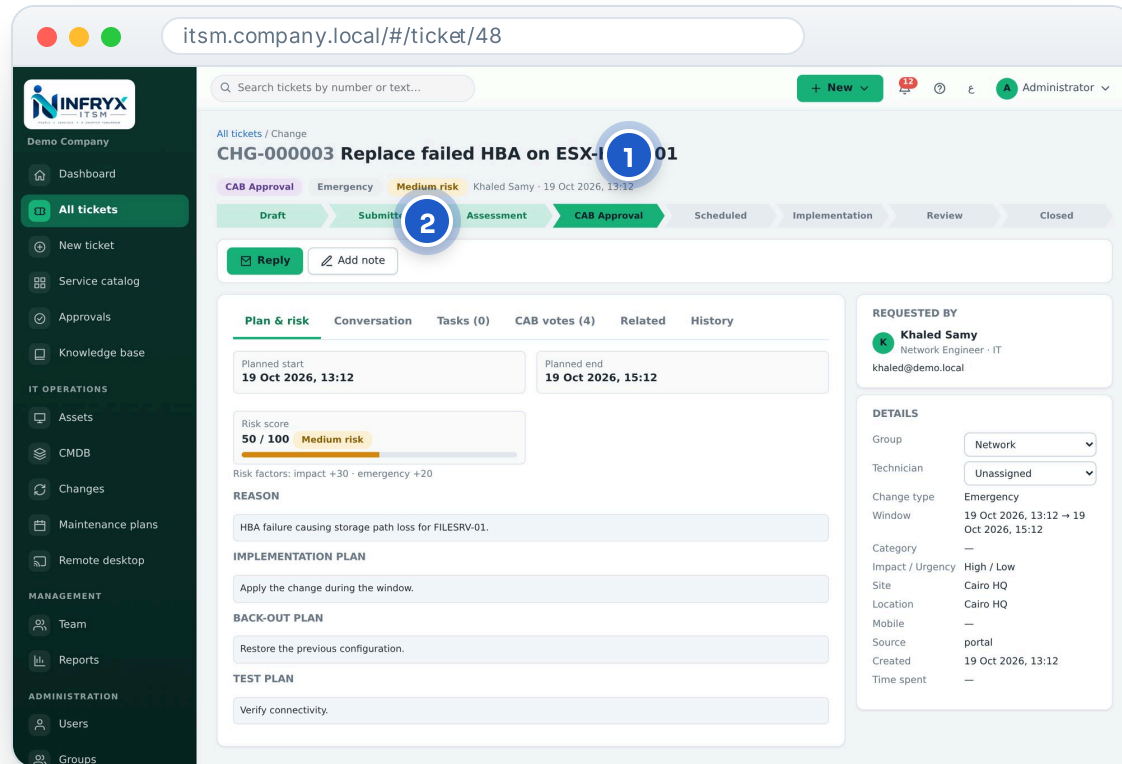
Layered topology from business services to storage

1 Impact analysis: affected services and open tickets

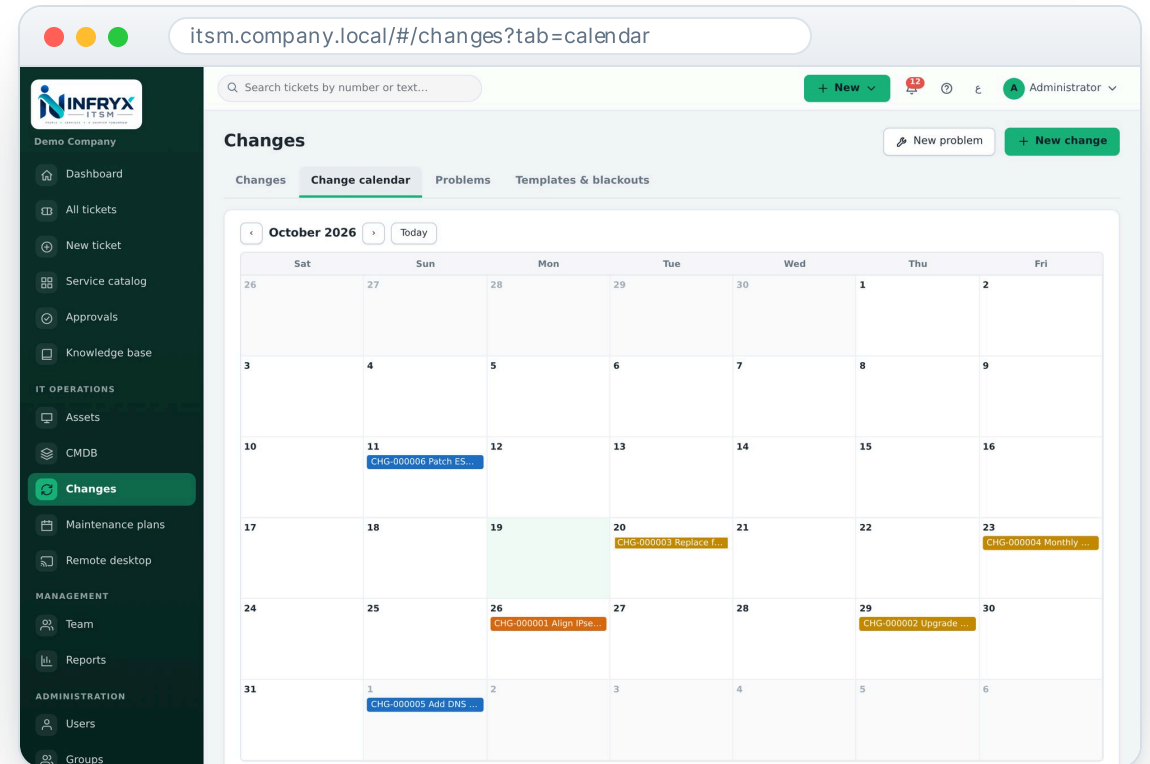
2 Relationship map

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.



The screenshot shows the ticket lifecycle for change CHG-000003, "Replace failed HBA on ESX-101". The lifecycle is represented by a horizontal bar with stages: Draft, Submit (highlighted with a blue circle and '2'), Assessment, CAB Approval (highlighted with a blue circle and '1'), Scheduled, Implementation, Review, and Closed. The ticket is currently in the 'CAB Approval' stage. The left sidebar shows the navigation menu with 'All tickets' selected. The main content area displays the ticket details, including the risk score (50 / 100, Medium risk), the reason (HBA failure causing storage path loss for FILESRV-01), the implementation plan (Apply the change during the window), the back-out plan (Restore the previous configuration), and the test plan (Verify connectivity). The right sidebar shows the requested by (Khaled Samy, Network Engineer - IT) and the details (Group: Network, Technician: Unassigned, Change type: Emergency, Window: 19 Oct 2026, 13:12 - 19 Oct 2026, 15:12, Category: High / Low, Site: Cairo HQ, Location: Cairo HQ, Mobile: —, Source: portal, Created: 19 Oct 2026, 13:12, Time spent: —).



The screenshot shows the change calendar for October 2026. The calendar displays a grid of dates from Saturday the 26th to Friday the 30th. Changes are scheduled as follows: CHG-000006 Patch ES... on Sunday the 27th; CHG-000003 Replace f... on Tuesday the 29th; CHG-000001 Align tpe... on Wednesday the 30th; CHG-000005 Add DNS... on Thursday the 31st; CHG-000004 Monthly... on Friday the 30th; and CHG-000002 Upgrade... on Saturday the 31st. The left sidebar shows the navigation menu with 'Changes' selected. The main content area displays the calendar with tabs for Changes, Change calendar (selected), Problems, and Templates & blackouts. The right sidebar shows the 'New problem' and 'New change' buttons.

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.

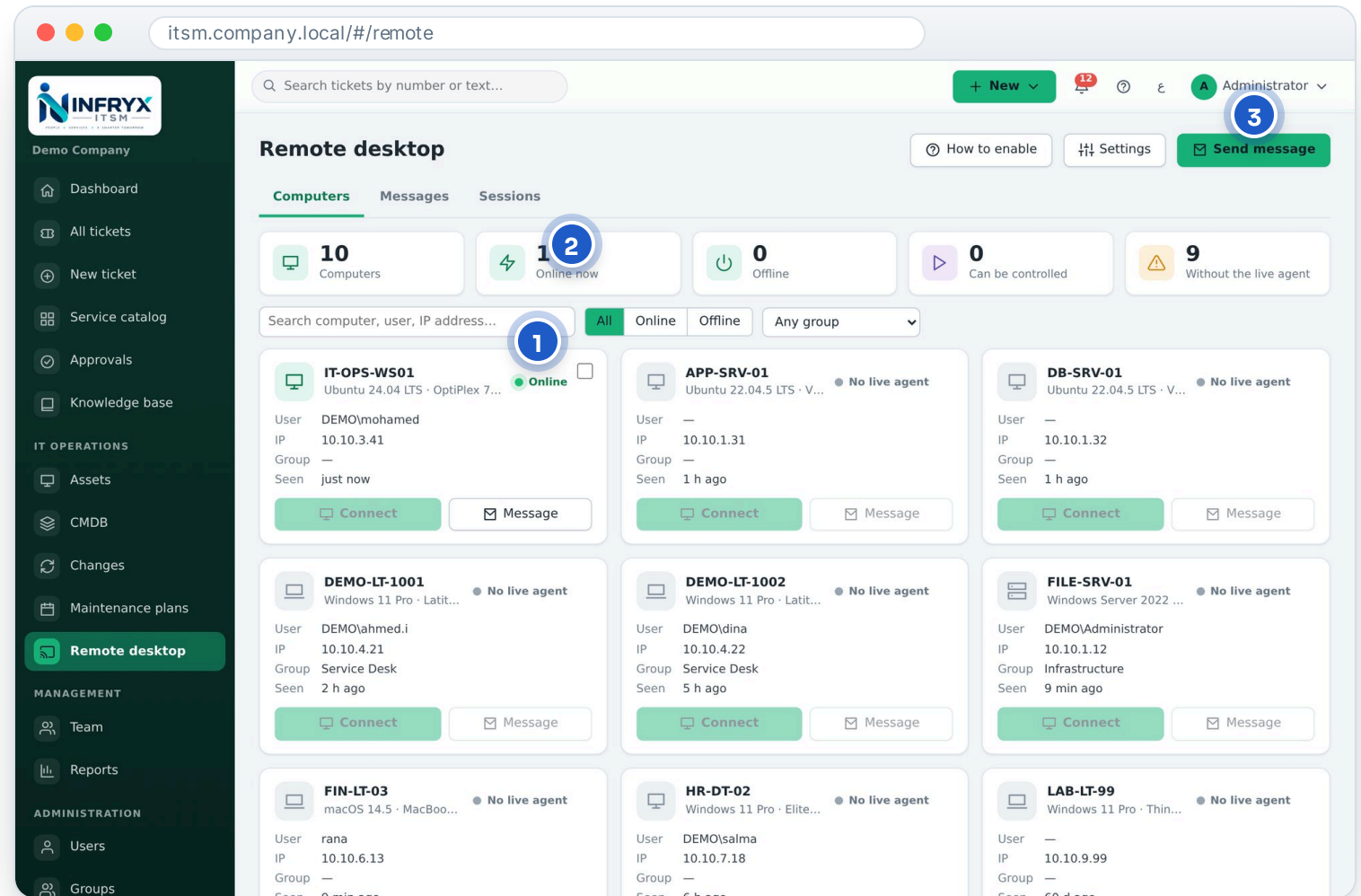
2 Connect

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.

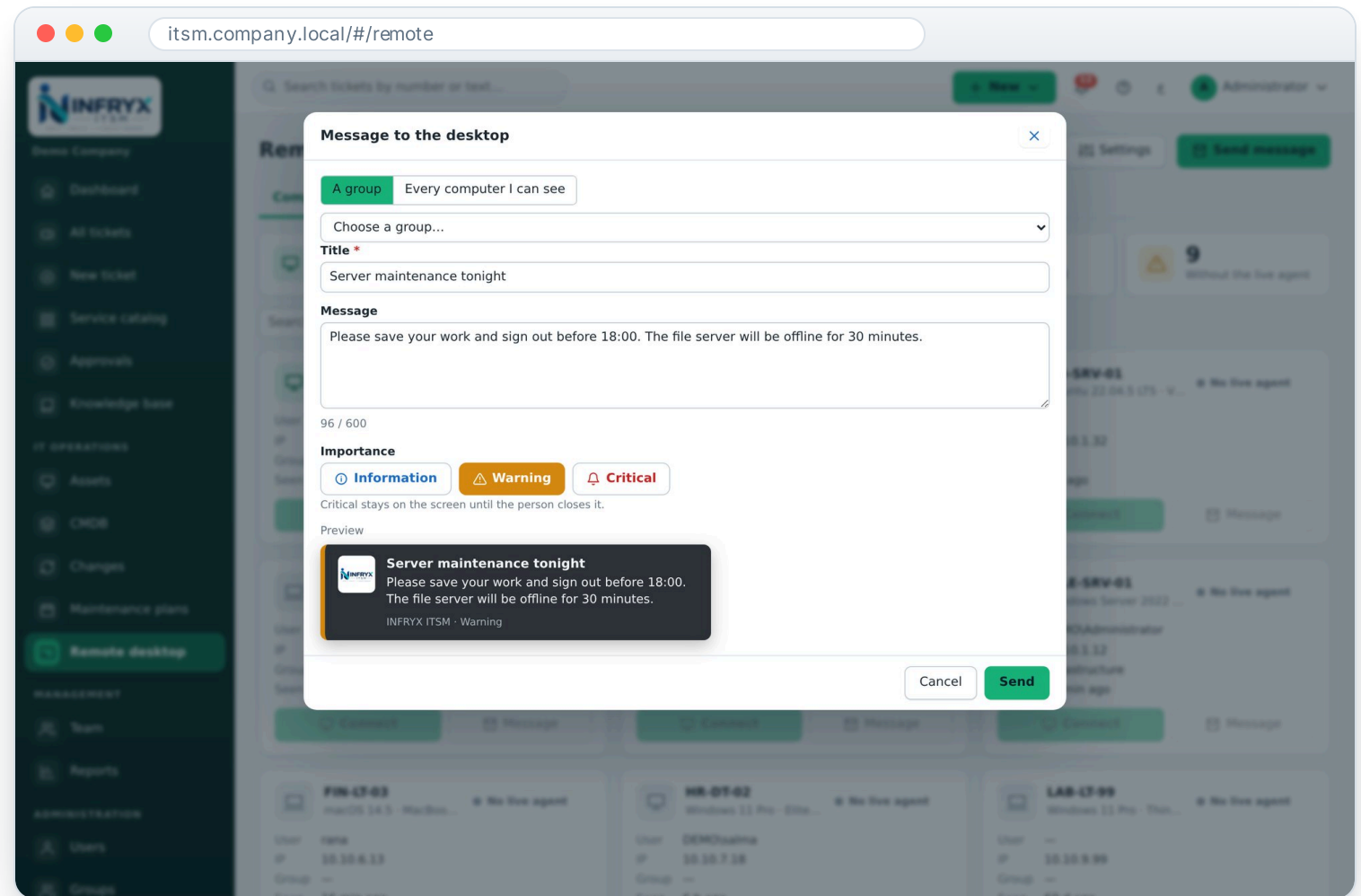
Remote control goes only through the agent — no RDP port to open.



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.

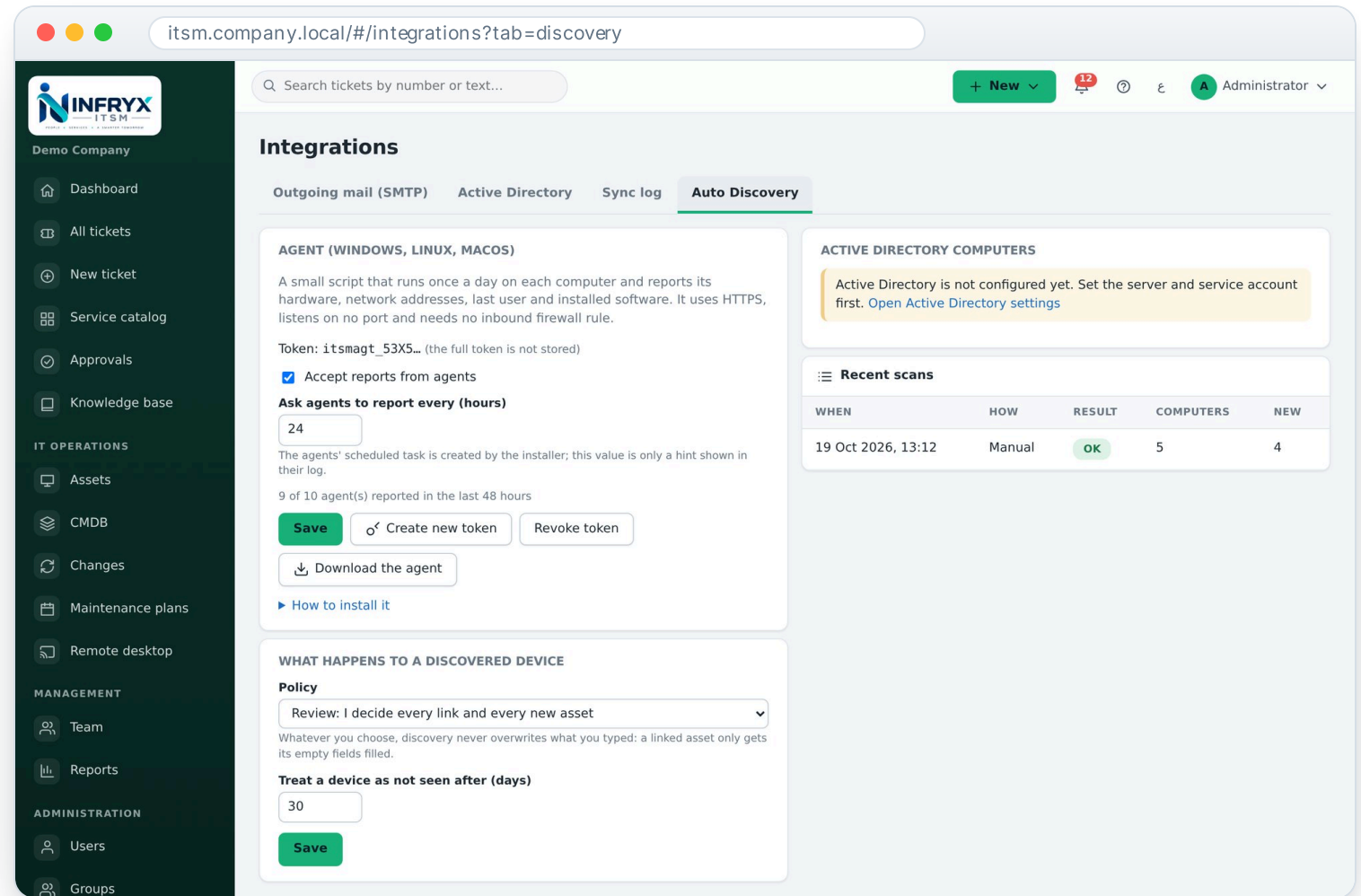
2 Run Install.cmd

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 INFRYX 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). It includes a description of the agent, a token field, a checkbox for 'Accept reports from agents', a field for 'Ask agents to report every (hours)' set to 24, and a 'Download the agent' button. There are also buttons for 'Save', 'Create new token', and 'Revoke token'. A section titled 'WHAT HAPPENS TO A DISCOVERED DEVICE' shows a policy dropdown set to 'Review: I decide every link and every new asset' and a field for 'Treat a device as not seen after (days)' set to 30. On the right, there is a section for 'ACTIVE DIRECTORY COMPUTERS' with a message indicating it is not configured yet, and a 'Recent scans' table.

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

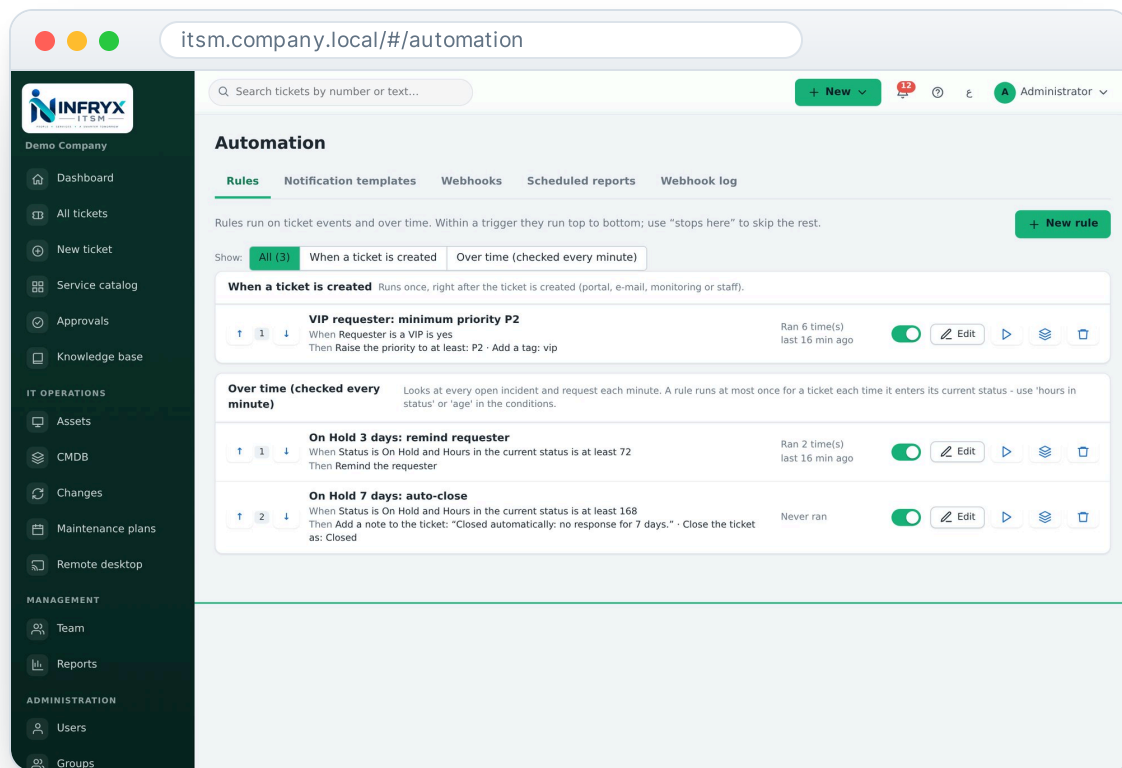
Security & licensing

Arabic



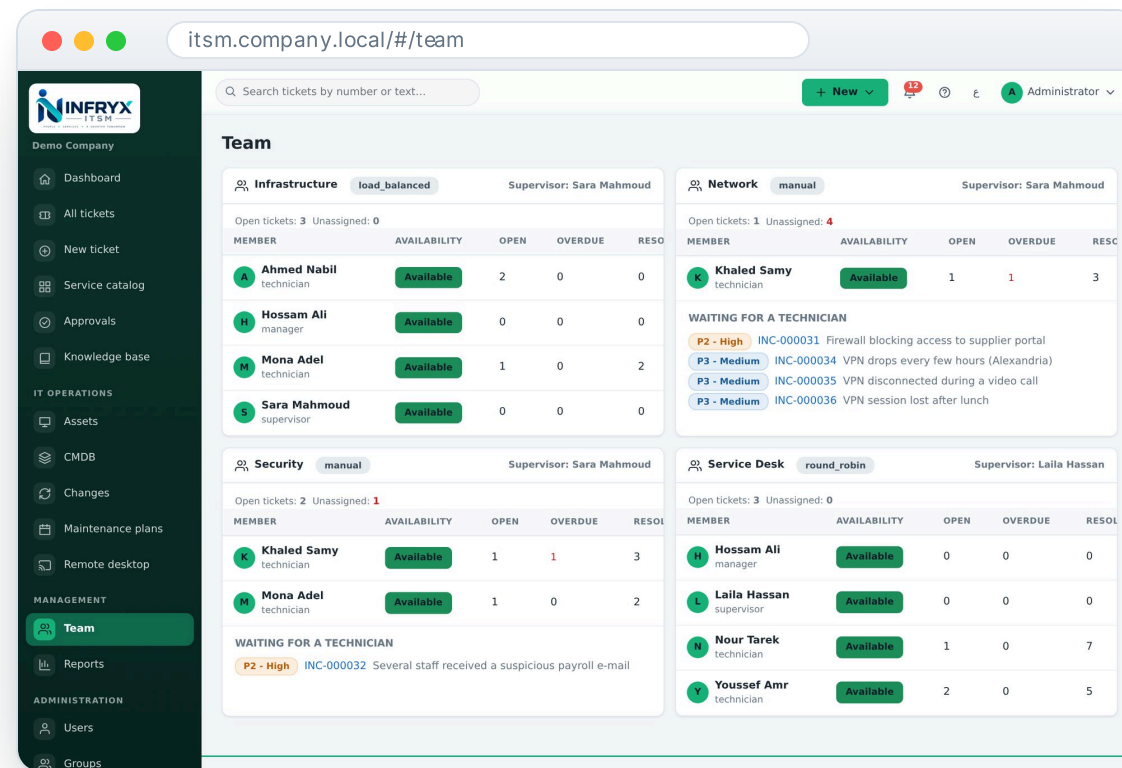
Let rules do the routine work

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 and their availability. The 'Infrastructure' team is shown with members Ahmed Nabil, Hossam Ali, Mona Adel, and Sara Mahmoud. The 'Network' team is shown with member Khaled Samy. 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 member's availability is indicated by a green 'Available' button. The page also shows the number of open tickets and the supervisor for each team.

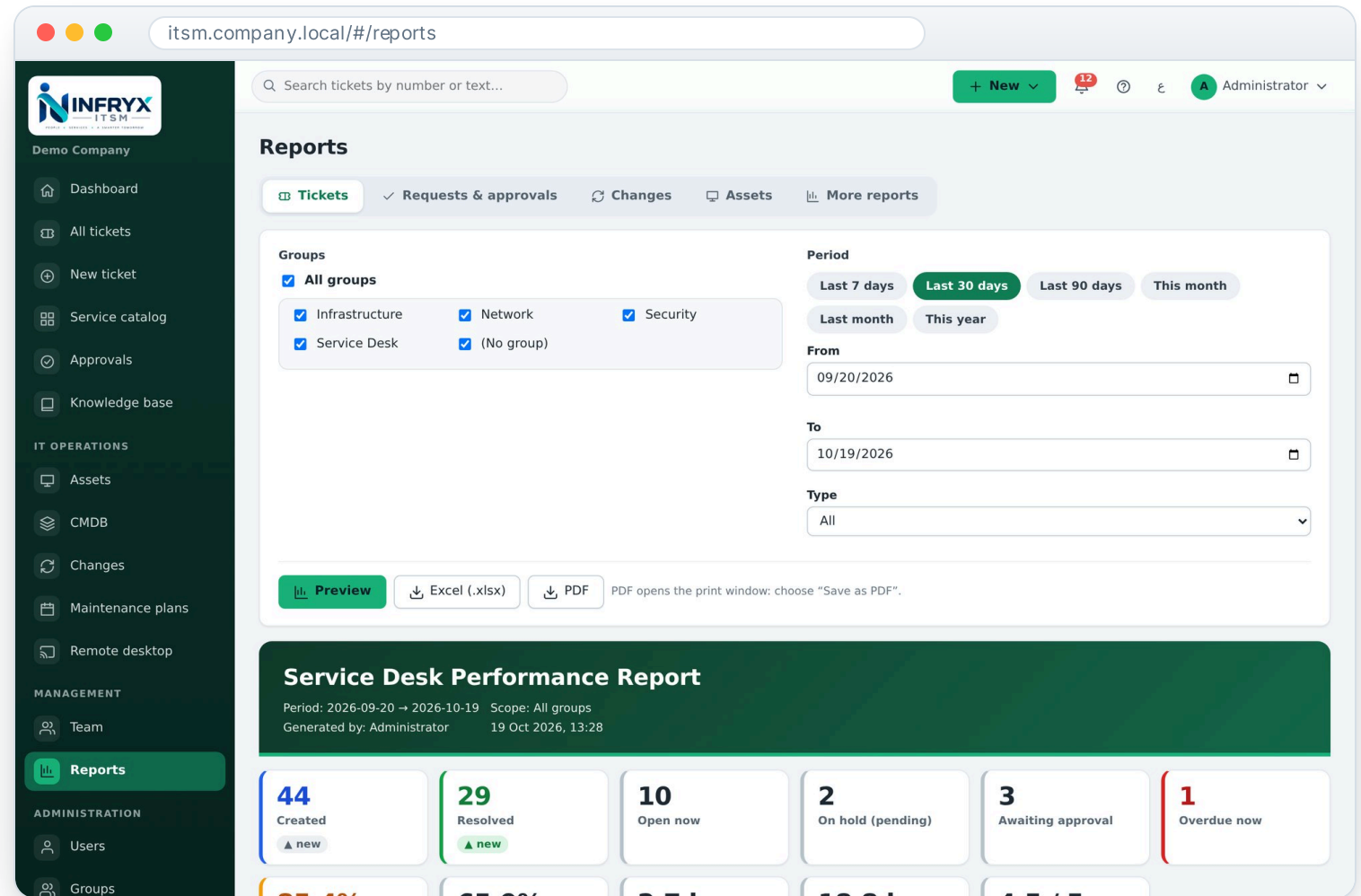
Notification templates, webhooks, Teams, scheduled reports

Availability, open, overdue and waiting per group

REPORTS

A report centre, not just charts

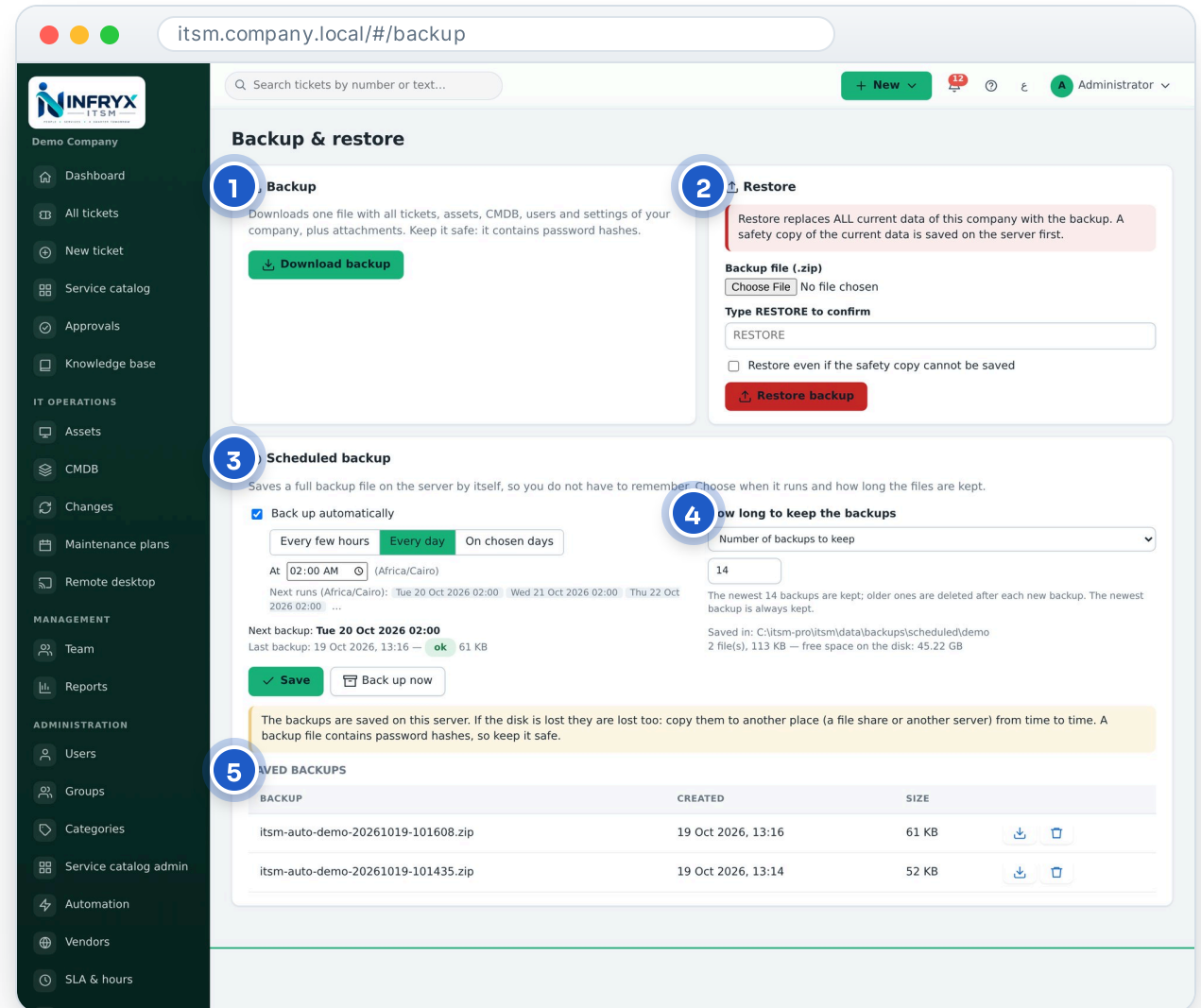
- 23 reports**
Service desk, SLA, people, problem & change, assets and CMDB.
- Filters**
Groups, period and type, with presets for the last 7 / 30 / 90 days.
- Share**
Preview, Excel (CSV) and PDF; schedule reports by e-mail.



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 dropdown '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: 44 Created, 29 Resolved, 10 Open now, 2 On hold (pending), 3 Awaiting approval, and 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.

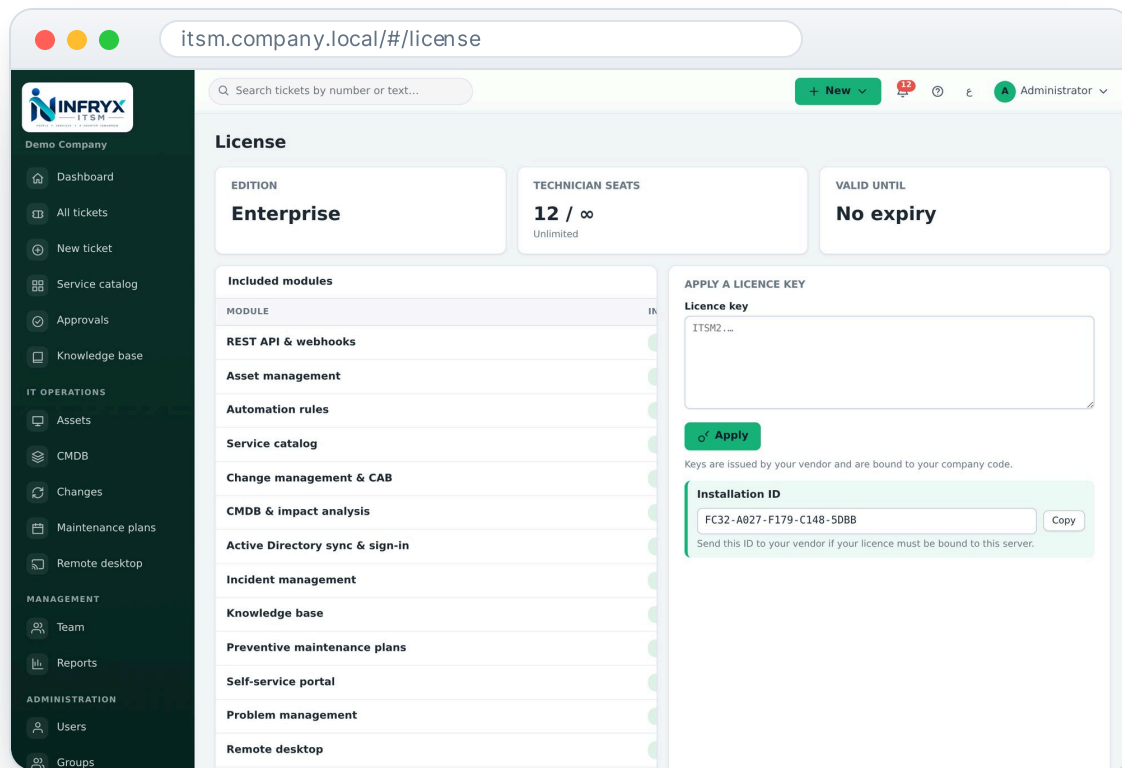


The screenshot shows the 'Backup & restore' page in the INFRYX ITSM interface. The page is divided into several sections, each highlighted with a numbered callout:

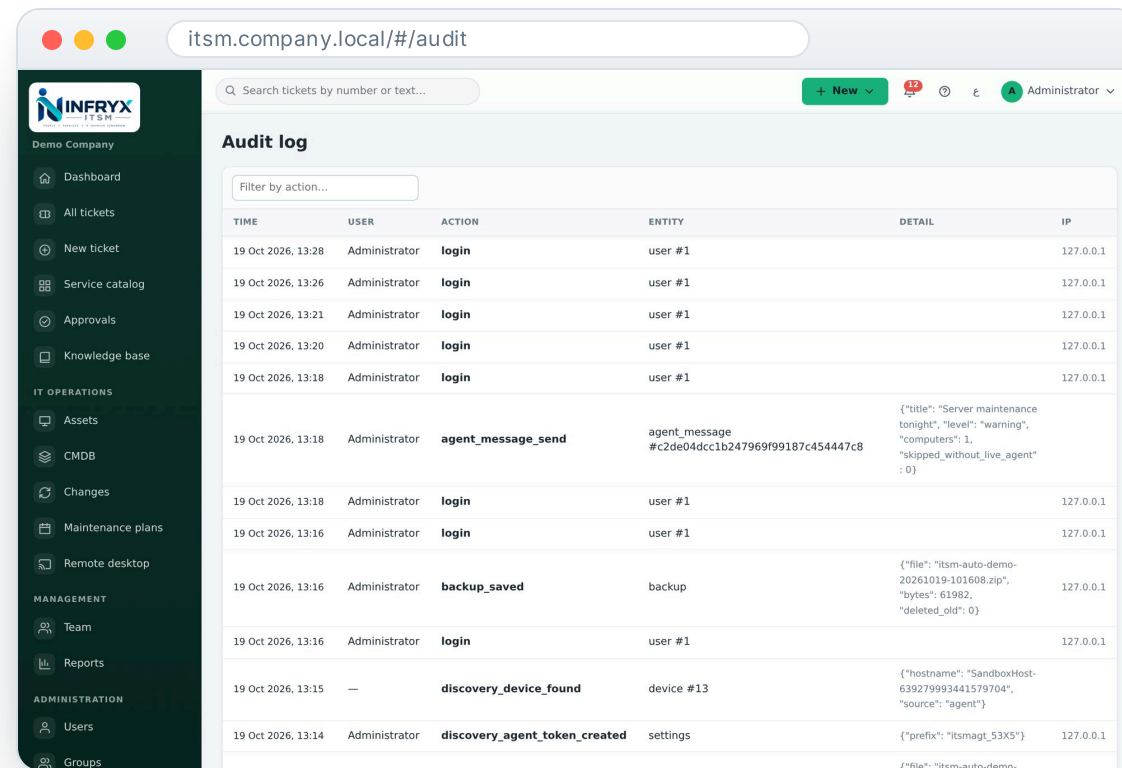
- 1 Backup**: A section with a 'Download backup' button. Below it, a note states: 'Downloads one file with all tickets, assets, CMDB, users and settings of your company, plus attachments. Keep it safe: it contains password hashes.'
- 2 Restore**: A section with a 'Restore backup' button. Below it, a note states: 'Restore replaces ALL current data of this company with the backup. A safety copy of the current data is saved on the server first.' It includes a 'Backup file (.zip)' section with a 'Choose File' button and a 'Type RESTORE to confirm' dropdown set to 'RESTORE'. There is also a checkbox for 'Restore even if the safety copy cannot be saved'.
- 3 Scheduled backup**: A section with a 'Save' button and a 'Back up now' button. It includes a 'Back up automatically' checkbox and a 'Choose when it runs and how long the files are kept.' section. The 'Back up automatically' section has tabs for 'Every few hours', 'Every day' (selected), and 'On chosen days'. It shows the next backup at 'Tue 20 Oct 2026 02:00' and the last backup at '19 Oct 2026, 13:16' (61 KB).
- 4 How long to keep the backups**: A section with a 'Number of backups to keep' dropdown set to '14'. It includes a note: 'The newest 14 backups are kept; older ones are deleted after each new backup. The newest backup is always kept.' and a note about the save location: 'Saved in: C:\itsm-pro\itsm\data\backups\scheduled\demo 2 file(s), 113 KB — free space on the disk: 45.22 GB'.
- 5 SAVED BACKUPS**: A table listing saved backups with columns for 'BACKUP', 'CREATED', 'SIZE', and actions (download and delete icons).

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: 'Enterprise' edition, '12 / ∞' technician seats (Unlimited), and 'No expiry' validity. A section titled 'Included modules' lists various ITSM modules. On the right, there is a form to 'APPLY A LICENCE KEY' with a text input for the 'Licence key' and a green 'Apply' button. Below this, an 'Installation ID' is shown as 'FC32-A027-F179-C148-5DBB' 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 events. The table has columns for TIME, USER, ACTION, ENTITY, DETAIL, and IP. The data shows several login events for 'Administrator' and 'user #1' on '19 Oct 2026'. Other events include 'agent_message_send', 'backup_saved', 'discovery_device_found', and 'discovery_agent_token_created'.

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

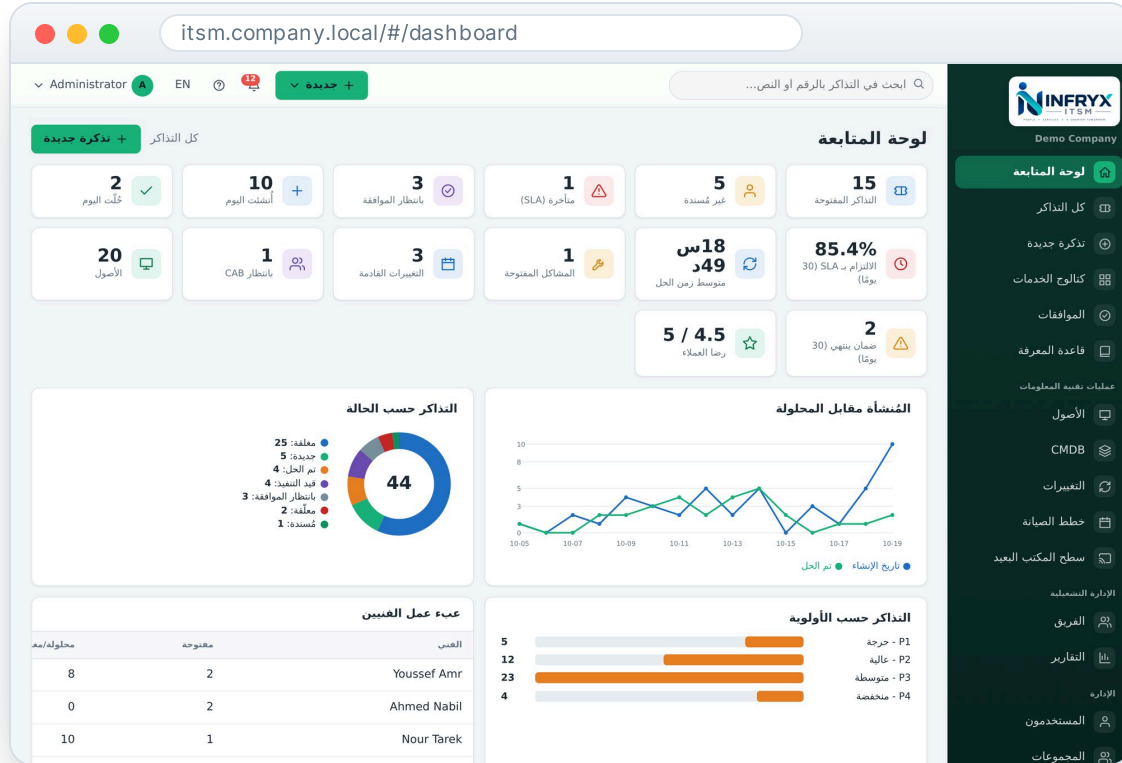
Signed licence keys (Ed25519) — the product verifies, never creates

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 أنتقلت اليوم, 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

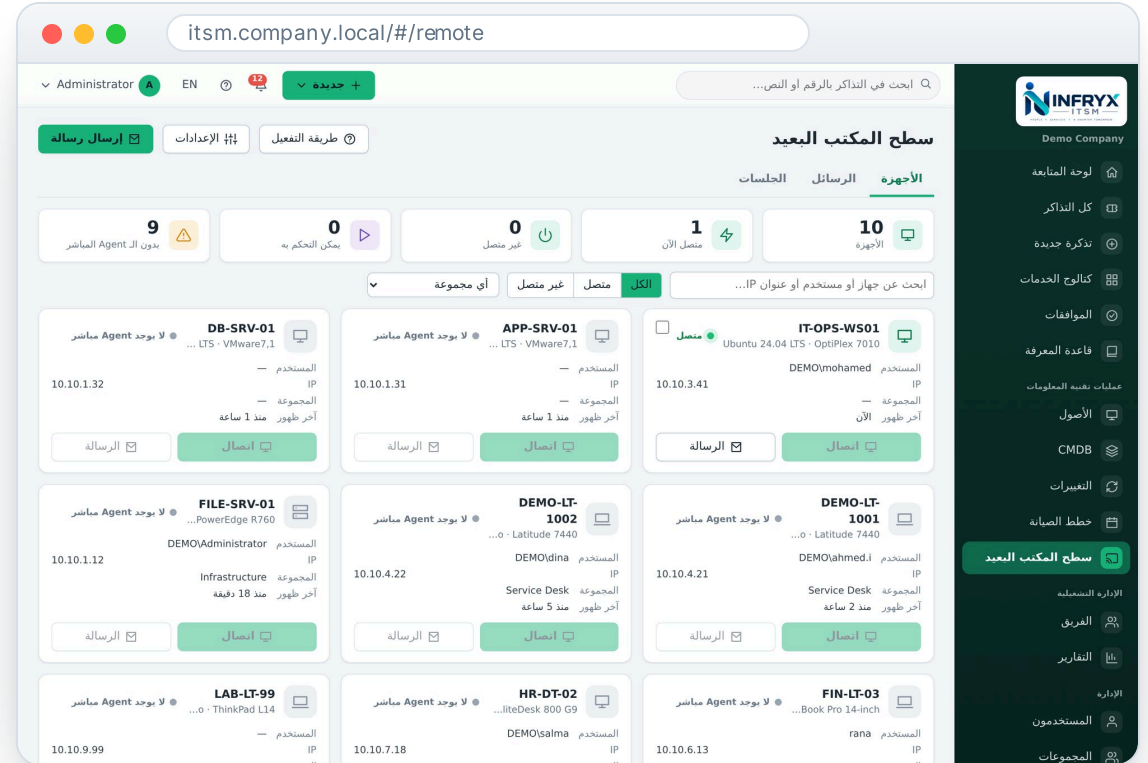
التذاكر حسب الحالة: 25 معلقة, 5 جديدة, 4 تم الحل, 4 قيد التقييم, 3 بانتظار الموافقة, 2 معلقة, 1 مُستندة. إجمالي: 44

الفنشاء مقابل المحلوله: Line chart showing trends from 10-05 to 10-19.

عمل عمال القيمين: Table showing work status for Youssef Amr, Ahmed Nabil, and Nour Tarek.

التذاكر حسب الأولوية: Horizontal bar chart showing priority distribution (P1, P2, P3, P4).

الواجهة الجانبية (Sidebar): لوحة المتابعة, كل التذاكر, تذكرة جديدة, كتالوج الخدمات, الموافقات, قاعدة المعرفة, عمليات تقنية المعلومات, الأصول, CMDb, التغييرات, خطط الصيانة, سطح المكتب البعيد, الإدارة التسمية, الفريق, التقارير, الإدارة, المستخدمين, المجموعات.



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...

Grid of Remote Control Sessions:

- DB-SRV-01**: DB-SRV-01, LTS - VMware7.1, لا يوجد Agent مباشر. IP: 10.10.1.32. آخر ظهور: منذ 1 ساعة.
- APP-SRV-01**: APP-SRV-01, LTS - VMware7.1, لا يوجد Agent مباشر. IP: 10.10.1.31. آخر ظهور: منذ 1 ساعة.
- IT-OPS-WS01**: IT-OPS-WS01, Ubuntu 24.04 LTS - OptiPlex 7010, متصل. المستخدم: DEMO\mohamed. IP: 10.10.3.41. آخر ظهور: الآن.
- FILE-SRV-01**: FILE-SRV-01, PowerEdge R760, لا يوجد Agent مباشر. المستخدم: DEMO\Administrator. IP: 10.10.1.12. آخر ظهور: منذ 18 دقيقة.
- DEMO-LT-1002**: DEMO-LT-1002, Latitude 7440, لا يوجد Agent مباشر. المستخدم: DEMO\dina. IP: 10.10.4.22. آخر ظهور: منذ 5 ساعة.
- DEMO-LT-1001**: DEMO-LT-1001, Latitude 7440, لا يوجد Agent مباشر. المستخدم: DEMO\ahmed. IP: 10.10.4.21. آخر ظهور: منذ 2 ساعة.
- LAB-LT-99**: LAB-LT-99, ThinkPad L14, لا يوجد Agent مباشر. المستخدم: DEMO\salma. IP: 10.10.9.99.
- HR-DT-02**: HR-DT-02, LiteDesk 800 G9, لا يوجد Agent مباشر. المستخدم: DEMO\salma. IP: 10.10.7.18.
- FIN-LT-03**: FIN-LT-03, Book Pro 14-inch, لا يوجد Agent مباشر. المستخدم: rana. IP: 10.10.6.13.

الواجهة الجانبية (Sidebar): لوحة المتابعة, كل التذاكر, تذكرة جديدة, كتالوج الخدمات, الموافقات, قاعدة المعرفة, عمليات تقنية المعلومات, الأصول, CMDb, التغييرات, خطط الصيانة, سطح المكتب البعيد, الإدارة التسمية, الفريق, التقارير, الإدارة, المستخدمين, المجموعات.

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.

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