

# Supercharge Your Existing ITSM with the power of Qinfinite Gen AI Applications

Qinfinite enhances ITSM platforms like ServiceNow, BMC and Jira with intelligent AI to accelerate resolution, boost automation and improve visibility without disrupting existing systems



Operate | Modernize | Innovate

# Executive Strategy and Platform Alignment

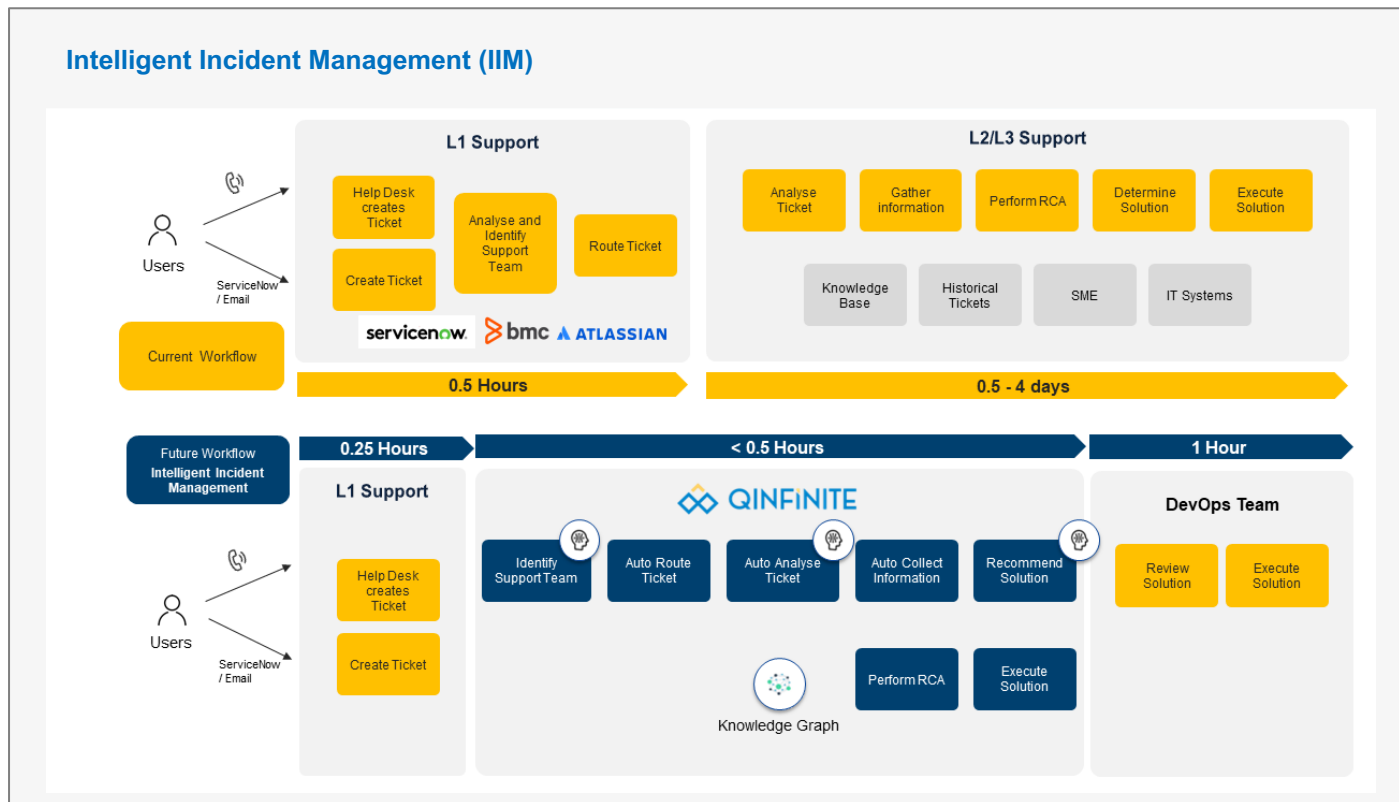
Qinfinite follows a platform-agnostic strategy that enhances existing ITSM ecosystems like ServiceNow, BMC Helix/Remedy, and Atlassian Jira Service Management with modular, explainable, and proactive AI. Rather than replacing legacy systems, Qinfinite strengthens them through seamless integration and intelligent augmentation.

The customer targeting approach is structured around four strategic pillars:

1. **Persona-Aligned Messaging:** Qinfinite engages IT leaders—including Heads of IT Operations, Service Delivery Managers, and ITSM Architects—through messaging that directly addresses their operational goals and pain points.
2. **Augmentation-First Philosophy:** Designed to work alongside existing platforms, Qinfinite ensures rapid, low-disruption implementation and fast ROI through AI modules that enhance rather than compete.
3. **Precision Pain Point Mapping:** Qinfinite identifies platform-specific gaps and closes them with tailored AI capabilities that improve automation, diagnostics, visibility, and decision-making.
4. **Comprehensive Enablement Support:** Sales and partner teams are empowered with tailored solution briefs, co-sell assets, and platform-specific collateral to ensure consistent yet customizable outreach across customer segments.

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with our Qinfinite experts



The above diagram demonstrates Qinfinite's ability to streamline incident resolution by integrating with major ITSM platforms while reducing turnaround time through automation, knowledge graph-driven diagnostics, and proactive remediation.

# AI-Led Value Proposition for ServiceNow ITSM Environments

Qinfinite enhances the ServiceNow ITSM stack with AI-driven automation and intelligence, appealing to IT operations focused on speed, compliance, and productivity.

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Customer Challenges Addressed	Qinfinite Capabilities	Key Benefits
<ul style="list-style-type: none"><li>• Manual, reactive incident handling</li><li>• High MTTR (Mean Time to Resolution)</li><li>• Operational inefficiencies and data silos</li><li>• Lack of predictive, context-aware intelligence</li></ul>	<ul style="list-style-type: none"><li>• Conversational Agent and Autonomous Remediation Agents reduce L1 and L2 workloads.</li><li>• Root Cause Analyzer and Infra/Config Agents accelerate diagnostics and resolution.</li><li>• Knowledge Graphs and RAG AI enable proactive prevention and service continuity.</li><li>• Integration with CMDB, telemetry, and ticketing for unified decision-making.</li></ul>	<ul style="list-style-type: none"><li>• Plug-and-play integration with existing ServiceNow stack</li><li>• Faster issue resolution and reduced escalations</li><li>• Predictive alerts and intelligent automation</li><li>• Natural language self-service with auditable, explainable AI</li></ul>

# AI Enablement for BMC Helix/Remedy ITSM Ecosystems

Qinfinite modernizes BMC environments by embedding AI for proactive operations, automated change risk assessment, and hybrid infrastructure visibility.

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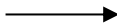
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Customer Challenges Addressed	Qinfinite Capabilities	Key Benefits
<ul style="list-style-type: none"><li>• Reactive incident management</li><li>• Manual, error-prone change assessments</li><li>• Lack of AI-native self-service</li><li>• Tool sprawl and visibility gaps</li><li>• Poor AI governance and traceability</li></ul>	<ul style="list-style-type: none"><li>• Root Cause Analyzer and Anomaly Detection Agents prevent incidents.</li><li>• AI-based Change Impact Analyzer reduces failed implementations.</li><li>• Conversational Agent for advanced, contextual self-service.</li><li>• Knowledge Graphs enable unified visibility across hybrid systems.</li><li>• Governance-first AI ensures transparency and compliance.</li></ul>	<ul style="list-style-type: none"><li>• Proactive operations and early warning systems</li><li>• AI-assisted change confidence</li><li>• Enhanced automation within BMC workflows</li><li>• Enriched ITSM insights across platforms</li><li>• Enterprise-ready AI transparency</li></ul>

# Intelligent Automation of Atlassian Jira Service Management

For agile teams using Jira Service Management, Qinfinite introduces intelligent diagnostics, contextual automation, and natural language support.

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**Get your DEMO**

Customer Challenges Addressed	Qinfinite Capabilities	Key Benefits
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<ul style="list-style-type: none"><li>• Limited AI for complex issue triage</li><li>• Manual service desk processes</li><li>• Fragmented DevOps, CI/CD, and infrastructure context</li><li>• Lack of explainable automation</li></ul>	<ul style="list-style-type: none"><li>• Root Cause and Config Agents for rapid, deep diagnostics.</li><li>• Conversational Agent enables L1 resolution via natural language.</li><li>• Autonomous Agents trigger actions across Jira, Confluence, and external tools.</li><li>• Knowledge Graphs unify DevOps and infra context.</li><li>• Transparent, traceable AI decisions.</li></ul>	<ul style="list-style-type: none"><li>• Intelligent triage and resolution on top of Jira workflows</li><li>• Developer-SRE collaboration with shared insights</li><li>• Predictive self-service deflection</li><li>• Seamless integration with observability and config tools</li><li>• Scalable agent framework with low-code extensibility</li></ul>
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# Get started with Qinfinite

Qinfinite transforms both legacy and modern ITSM systems into intelligent, proactive environments through AI augmentation. Whether it's ServiceNow, BMC, or Atlassian, Qinfinite delivers explainable automation, predictive intelligence, and self-healing capabilities that drive operational excellence across IT ecosystems.

## Get your iAM Readiness Assessment Report for Free Now



Once you have completed the self-assessment, you can use the results to:

- **Identify Gaps:**  
Pinpoint areas where your organization needs to focus its efforts.
- **Set Goals:**  
Establish clear and measurable goals for improving your iAM maturity.
- **Develop an Action Plan:**  
Create a roadmap for achieving your goals.
- **Prioritize Investments:**  
Allocate resources effectively to support your iAM initiatives.

Get your Free iAM Assessment





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