

Infozech

TECHNOLOGY | TRANSFORMATION | INFRASTRUCTURE

Infozech is a Technology Solution Partner serving large Telecom and Tower Companies.

With deep domain knowledge of the Telco-Tower infrastructure business, we excel at understanding our client's business processes and transforming them into efficient workflows for automation.

We do this with our proven Software Modules, customization and configuration capabilities, services and consultancy in the Tower Domain Business to ensure a faster TAT for our clients.

SPEAK TO OUR EXPERTS!

Contact Us



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98%

Accuracy in assigning tickets in real-time

8-10%

Increased asset lifecycle

12%

Increased efficiency in SLA Tracking

5-8%

Cost Savings on spare parts

7%

Reduction in unplanned downtime

60%

Reduction in safety related incidents

INFOZECH'S MAINTENANCE MANAGEMENT SOLUTION: iMAINTAIN

Telecom infrastructure companies operate under **strict SLAs** where uptime is non-negotiable, and cost efficiency is critical. However, they face several key challenges, including maintaining **high uptime** through precise and timely preventive and corrective maintenance to avoid **penalties and revenue loss**. Validating MSP costs remains a major issue due to **limited visibility**, making it difficult to accurately close costs with Managed Service Provider (MSP) partners.

Inefficient ticketing systems often lead to **redundant dispatches**, increasing costs and response times, while identifying the right time for preventive maintenance proves challenging, resulting in **unnecessary site visits** and **additional expenses**. **iMaintain** addresses these challenges as an intelligent Preventive and Incident Maintenance System designed to simplify operations, enhance visibility, and optimize costs while ensuring full compliance with SLA

FEATURES OF iMAINTAIN



Optimized Ticketing & Dispatch: Smart ticket correlation minimizes redundant dispatches and ensures the right technicians are assigned based on priority and skillset, reducing delays in resolving critical issues.



Automated Workflows & Compliance Management: The system ensures adherence to HSSE (Health, Safety, Security, and Environment) standards and tracks SLA performance and vendor accountability seamlessly, promoting safety, compliance, and operational transparency.



MSP Cost Validation & Performance Tracking: Proof of delivery and transparent cost tracking enable accurate vendor cost closures, reduce disputes, and ensure better SLA enforcement.



Predictive & Preventive Maintenance

AI-driven analytics predict potential failures, reducing unplanned downtime and emergency repair costs. Smart scheduling prevents unnecessary site visits, ensuring timely interventions while optimizing maintenance costs.



Real-Time Field Tracking & Mobile Execution

Live monitoring enhances response times, while mobile-enabled features like site validation, proof of work, and digital Access control streamline field operations.