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IT Service Management Software

Our ITSM software is a multi-tasking solution focused on management and service processes that implements IT best practices aligned with ITIL.

Get started now

Request a demo



Aranda Service Management

Arandasoft



Watch on

OVERVIEW

Boost your company's productivity by providing automated service experiences for your employees

SERVICE MANAGEMENT CAPABILITIES



ITIL 4 Best Practices, Certified from Day One

Our ITIL-aligned tool is PeopleCert ATV-certified for 15 ITIL® 4 practices and PinkVerify™-certified for 11 ITSM practices.



Aranda Service Management Aranda Software

User Portal and Self-Service

Offer your customers a platform (web and mobile) for automatically submitting requests, tracking the status of their cases, and accessing self-service resources through the knowledge base.



Knowledge Base

Provide users and agents with a centralized knowledge base containing technical information to help them effectively manage their cases 24/7.



Advanced features

Priority Matrix, Financial Management, Models, Approvals, Import, Export, Satisfaction Surveys.



Artificial Intelligence

Deliver top-notch self-service experiences while reducing your support costs, thanks to generative AI and machine learning capabilities.



ESM Category Multi-Project Support

Expand your ITSM approach by delivering value across your entire organization through the management of multiple projects for service areas outside of IT, without additional costs or infrastructure.



Asset management with built-in CMDB

Consolidate all your assets into a single data repository for the analysis, monitoring, and management of resources throughout their entire lifecycle, thereby optimizing costs and efficiency.



WhatsApp-integrated bot

So that users can report and view cases.



Integrated dashboards and reports

The built-in data reporting and analysis tool allows you to view real-time dashboards of your processes and generate reports to support your business management.



Virtual agent in Microsoft Teams

A chatbot integrated into Microsoft Teams so that users can create and view cases in the Service Desk without leaving Microsoft Teams.



Advanced customization

Tailor the tool to your business needs by adding and editing custom fields on the application form, and apply your branding to the user portal.



Effective ticket management

Track all service requests received by your support and customer service departments through an omnichannel service desk, which facilitates centralized ticket management.



Process automation

Automate ticket assignment, incident management, problem management, change management, request management, and SLAs using configurable business rules, notifications, and workflows.



Built-in password recovery

An integrated solution in ASM for end-user self-management, reset, and administration of passwords.

NATIVE INTEGRATIONS

To further enhance its capabilities, our IT asset management solution integrates natively with our CMDB and advanced reporting solutions.

Aranda CMDB Device Management	Aranda Field Service
Aranda Query Manager	External systems

The Link Between IT and the Business

Automatically keep CMDB configuration items up to date using discovery or changes detected in device inventories from ADM, thereby facilitating the detailed mapping of CI information to the service management processes involving these assets (incidents, requests, problems, changes).

ADVANTAGES

Why Aranda Service Management?



Unified Web Console

An integrated, centralized suite on a 100% web-based platform, with no need to install a console on the computer.



On-Premise/Cloud Deployment

Implementation tailored to the organization's infrastructure needs and the benefits of each approach.



Quick Implementation

The platform offers default settings, templates, and models to speed up the setup process. It is also possible to bulk upload detailed user and asset information.



Design and Usability

A 100% intuitive interface that's easy to set up, loads quickly, and is user-friendly for everyone.



Local support in Spanish

Specialized support team and certified in the tool with a presence in Latin America.



Aranda Query Manager

Advanced reporting solution and customizable dashboard, included with the ASMS license.

OUR EXPERIENCE

Major companies in the region rely on our solutions:



"Aranda Software has been particularly helpful in centralizing multichannel, enabling new channels of communication between users and the University Department."

[SEE MORE](#)



Diana Ramirez, Head of the IT Services Department – EAFIT



RESOURCES

Would you like more information?



General Documentation

Learn about all the product's technical and functional specifications.

[ASMS Brochure >](#)

[Aranda Intelligence Brochure >](#)

[ASMS Datasheet >](#)



Integrations

Learn about all the technical and functional specifications of the product integrations.

[Integrations: Aranda Virtual Agent \(Microsoft Teams\) >](#)

[Integrations: ALBI \(WhatsApp\) >](#)

[Integrations: HP Workforce Experience Platform >](#)

[Integrations: Jira Software >](#)

[Integrations: Microsoft Azure DevOps >](#)

[Integrations: Microsoft Copilot / Power Automate >](#)

[Integrations: Zapier >](#)



Technical Documentati

See the step-by-s for installing, settir using the product

[Documentatior](#)

MANAGEMENT PRACTICES

Streamline your operations with world-class practices tailored to your business needs



Incident Management



Service Request Management



Change Enablement



Order Fulfillment



Release Management



Knowledge Management



Service Desk



Service Catalog Management



Service Level Management



Service Configuration Management



IT Asset Management



IT Operations Management



Monitoring and Event Management



Financial Management Services



Supplier Management




Measurement and Reporting Management

REQUEST A DEMO

Are you ready to get started?

Learn how to optimize your company's operations with the help of our solutions

Nombre *	Apellidos *	País *
<input type="text"/>	<input type="text"/>	Selecciona 
Nombre de la empresa *	Email corporativo *	Cargo
<input type="text"/>	<input type="text"/>	<input type="text"/>
Industria *	Número de teléfono *	
Selecciona 	<input type="text"/>	
Número de computadores *	Número de dispositivos Móviles *	
Selecciona 	Selecciona 	

En Aranda Software protegemos tu privacidad. Usamos tus datos únicamente para gestionar tu cuenta y, si lo aceptas, enviarte info relevante por el canal que elijas.

Acepto recibir otras comunicaciones de Aranda Software.

Puedes darte de baja en cualquier momento. Para más información sobre cómo cancelar estas comunicaciones y conocer nuestras prácticas de privacidad, consulta nuestra Política de privacidad.

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