



SECURE CENTRAL
A Pioneer Infotech Company

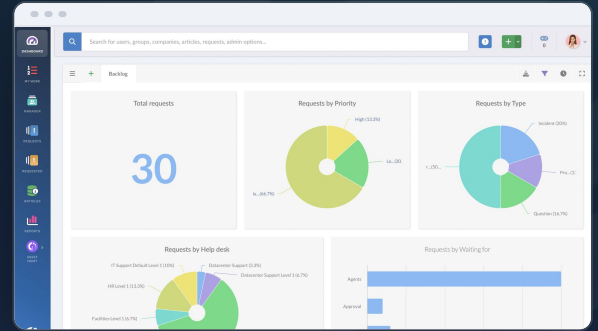
AUTHORISED APAC PARTNER



ITSM · ITAM · ASIA PACIFIC

Build a state-of-the-art IT operation.

InvGate Service Management and **InvGate Asset Management** — two no-code platforms that are powerful on their own and formidable together. Scoped, deployed and supported across Asia Pacific by SecureCentral, InvGate's authorised APAC partner and ITSM specialist.



IGSM
SERVICE MGMT

IGAM
ASSET MGMT

30 days
FREE TRIAL · NO CARD

'25 Gartner® Peer Insights™ Customers' Choice
ITSM Platforms

'25 SPARK Matrix™ Leader
Hardware Asset Management

17yr SecureCentral & Pioneer Infotech
ISO/IEC 27001:2022 certified heritage

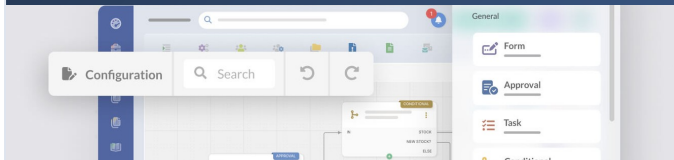
GLOBAL LEADERS
TRUST INVGATE

KPMG / NASA / PwC / Motorola / Allianz / Collins Aerospace / U.S. Army

IGSM

InvGate Service Management

Service management with built-in intelligence — resolve faster, work smarter, scale without re-platforming.



- ✓ **Ticket management** — every pending action in one intuitive view
- ✓ **Self-service portal** with branded knowledge base & service catalogue
- ✓ **No-code workflows** — visual builder plus ready-made templates
- ✓ **AI Hub** — ticket summaries, KB drafting and a Virtual Service Agent in Teams, Slack & WhatsApp
- ✓ **ITIL-aligned** incident, problem, change & SLA management
- ✓ **Analytics** — 150+ built-in metrics and dashboards you can share with stakeholders
- ✓ **Enterprise Service Management** — extend to HR, Facilities, Finance and beyond

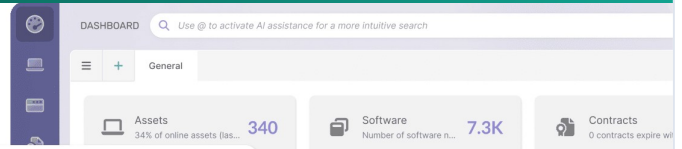
BEST FOR

Service desks stuck in survival mode, ESM roll-outs, and teams migrating off ServiceNow, Jira, Freshservice or ManageEngine.

IGAM

InvGate Asset Management

Smarter IT asset management — automated discovery, federated data and AI insight across the full lifecycle.



- ✓ **Automated discovery** — lightweight agent, network scan, integrations or bulk import
- ✓ **Unified inventory** of hardware, servers, containers, databases & cloud services
- ✓ **CMDB** with automatic relationship discovery and assisted mapping
- ✓ **Software licence management & metering** — cut the licences nobody uses
- ✓ **Atlas** — AI-powered EOL/EOS and version intelligence for every asset
- ✓ **Smart Recommendations** — update, replace or reassign before something breaks
- ✓ **IT financials & lifecycle** — request to retirement, warranties, contracts, vendors

BEST FOR

Audit and compliance readiness, hardware refresh planning, IT spend optimisation, and finally retiring the asset spreadsheet.

1,500+

Successful InvGate implementations worldwide

1 day

InvGate's documented migration path from your current tool

150+

Built-in metrics for service desk reporting

5

APAC markets served locally by SecureCentral

WHAT'S INSIDE

Two stand-alone platforms. One accountable APAC partner.

Take IGSM or IGAM on its own, or run both and wire your service desk straight into your asset inventory. SecureCentral licenses, implements and supports either path.

IGSM SERVICE MANAGEMENT	IGAM ASSET MANAGEMENT	Both SHARED FOUNDATIONS
● Ticketing, incidents & service requests ● Self-service portal, knowledge base & service catalogue ● ITIL problem, change, release & SLA management ● Enterprise Service Management — HR, Facilities, Finance ● Virtual Service Agent in Teams, Slack & WhatsApp ● Gamification & agent productivity tooling	● Automated network discovery & lightweight agent ● Hardware, virtual, container & cloud inventory ● CMDB & automated dependency mapping ● Software licence management, metering & deployment ● Atlas EOL/EOS intelligence & Smart Recommendations ● IT financials, contracts, warranty & vendor management	● No-code configuration & workflow automation ● AI Hub — five layers of AI, full audit trail ● Custom dashboards, reporting & MCP queries ● Microsoft 365, Teams, Slack, Jira, Okta, SAP, Intune, Jamf, AWS & Azure integrations + open API ● Run both: link tickets to configuration items and detect recurring problems

One inventory, one service desk

Give agents an instant list of the devices, contracts and business applications linked to any user — right inside the ticket.

Link CIs to tickets

See every past incident registered against a configuration item and turn repeat failures into solved problems.

Cross-analyse everything

Report across requests, assets and configuration items together, so IT spend decisions rest on real operational data.

INVGATE AI HUB

Five layers of AI, one way of working.

Resolve requests before they become tickets and back your team up exactly when they need it — with a full audit trail on every AI action.



Virtual Service Agent

Answers inside Teams, Slack & WhatsApp



KB article generation

Turn resolved tickets into knowledge



Smart Recommendations

Update, replace or reassign



Ticket summarisation

Skip the back-and-forth



Smart Search

Natural language across assets & tickets



Predictive risk analysis

Major incident & problem detection

WHY BUY INVGATE THROUGH SECURECENTRAL

Licences are easy. Outcomes need a partner in your time zone.

1

Consultation & planning

We assess your IT landscape and build an implementation strategy mapped to your business objectives.

2

Deployment & configuration

Certified architects scope, demonstrate and prove the solution, then configure it with minimal disruption.

3

Training & enablement

Role-based training for agents, admins and end users, so your team owns the platform outright.

4

Regional managed support

First- and second-line support in APAC time zones; we escalate to the vendor only when truly needed.



ISO/IEC 27001:2022

Certified information security management, backed by 17+ years of Pioneer Infotech heritage.



APAC-wide delivery

Australia, New Zealand, Singapore, Malaysia and Indonesia — local commercial terms.



Licensed cyber provider

Managed SOC monitoring and penetration testing, licensed under Singapore's CSRO.

NEXT STEP

See IGSM and IGAM running on your data.

Start a 30-day free trial with no credit card, or let SecureCentral run a scoped proof of value against your real service desk and asset estate. Clear, upfront pricing.

STEP 01

Discovery call

30 minutes on your stack, pain points and compliance obligations.

STEP 02

Tailored demo & trial

A guided walkthrough plus a sandbox built around your processes.

STEP 03

Proposal & roll-out

Licensing, implementation plan and support model in your time zone.

TALK TO SECURECENTRAL



info@securecentral.net

Enquiries, quotes & trial access



www.securecentral.net

Solution detail: securecentral.net/invgate



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Call or WhatsApp — APAC business hours



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