

# Private Enterprises

Within network enterprises, the roles of network systems are to support and enhance business operations, the efficiency of the employees, the services offered to the customers, and cost effectiveness. The Netka Solution was developed to answer all of these business needs and more, under the “Intelligent Network Management” concept.

The Netka Solution offers many features to support enterprise IT landscapes, including the Service Desk Dashboard feature, which displays the entire system on one screen; the Employee Portal feature, which allows for monitoring of every network operator’s status; the Skill Matching feature, which ensures that the right operator is assigned to the correct problem; the Customer Self-Service Portal feature, which allows for the operator’s service to be tracked via a Web-based portal; and the Satisfaction Survey Module, which allows customers to rate the services via a smart phone.

With these features and more, the Netka Solution is perfect for your enterprise. It will significantly enhance your business operations and your service offerings, raising your enterprise’s IT system and processes to be in line with ITIL and ISO 20000 best practice, and on par with international standards.

At Netka System, we aim to develop intelligent Network Management solutions that are highly customer-oriented. Our research and development team focuses on ensuring our products have high functionality, availability and reliability, as these are our core solution values. We have gained the trust of 80% of the Telecommunication and Internet service provider segment in Thailand. Our products have also garnered four awards over the last two years in the Asia Pacific region. Now, we are excited to begin offering our line of intelligent network management solutions to the global market.