Service management and process automation platform

Ecaldima brings requests, processes, assets, knowledge and artificial intelligence together in a platform that adapts to your organisation, in the cloud or in your own infrastructure.

Functional scope

Service management	Service Desk · Service catalogue · Change management · Problem management · Major incidents · Event management · Release management
Repository and assets	CMDB · Contracts · Assets · Network inventory · Stock · Purchasing
Projects and customer relationships	Project management · CRM · Billing and support contracts
Regulatory obligations	Data protection (GDPR) · Regulated requests and complaints
Shared capabilities	Process engine and dynamic forms · Knowledge base and search · E-mail and in-application notifications · Scheduler · Optional artificial intelligence assistance · REST API

Included, configurable, extensible

Included	Available from the start, ready to use as it is. For example : Receiving requests (portal, IMAP or Graph e-mail, API) ; Asset record, life cycle, booking, meter readings.
Configurable	Set up by your administrator, with no development. For example : Categories, statuses, types, impact × urgency matrix, custom fields ; Services, items and request forms ; Process engine, dynamic forms, notification templates.
Extensible	Extended by a business extension that ZAPP builds on the platform, on request. For example : Connection to another system (ERP, business application) ; Business capability specific to your organisation.

An extension is scoped with you: scope, timescale and cost are set out in the project offer. What is not covered today is still stated as such in the datasheet. ecaldima.com/en/included-configurable-extensible/

Deployment

- Managed service in the cloud, on servers hosted by Scaleway; or deployment in the customer's infrastructure.
- Web application, PostgreSQL database, container deployment; setup assistant at first launch.
- The architecture, responsibilities, hosting region, backups and service levels are specified in the offer for each project.

Integrations

- Directories: Active Directory or LDAP (one rule per directory) and Microsoft 365 groups.
- Sign-in with a Microsoft account (OpenID Connect).
- E-mail: mailboxes read through IMAP or Microsoft Graph to create tickets.
- Agent installed on your site: network discovery and inventory.
- Secrets vault for access to systems; REST API to exchange with other applications.
- Other systems: integration scoped around your environment, or a capability developed by ZAPP on the platform.

Security

- Access: permissions set by group for every screen and every API operation; API keys.
- Authentication: temporary lockout after repeated failures, with a lengthening duration; two-factor authentication by authenticator app, e-mail or SMS.
- Traceability: audit log of creations, changes and deletions, and of refused access; log of access to sensitive data; export to a SIEM; version history of repository items and of requests.
- Secrets: access to systems is kept in a vault, never in plain text in the modules.
- Hosting: in France, on HDS-certified Scaleway infrastructure (certification held by the hosting provider); hardened security profile for health data, on request.

Languages

- Interface in French, English and Spanish; service catalogue labels are entered in each language.

What is not covered today

- Network inventory: device discovery and inventory through SNMP and SSH; inventory of Windows machines through WinRM, the HTTPS API and network topology are not available.
- Assets: meter readings are kept but do not trigger preventive maintenance.
- Release management: the module tracks deployment instance by instance; it does not deploy by itself.
- Project management: the plan counts in calendar days, with no working calendar.
- Artificial intelligence: the functions available depend on the provider, model and configuration chosen; their scope is validated before deployment.

For information: the functions actually available depend on the offer and configuration chosen. The detail of each module is at ecaldima.com/en/modules/.

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