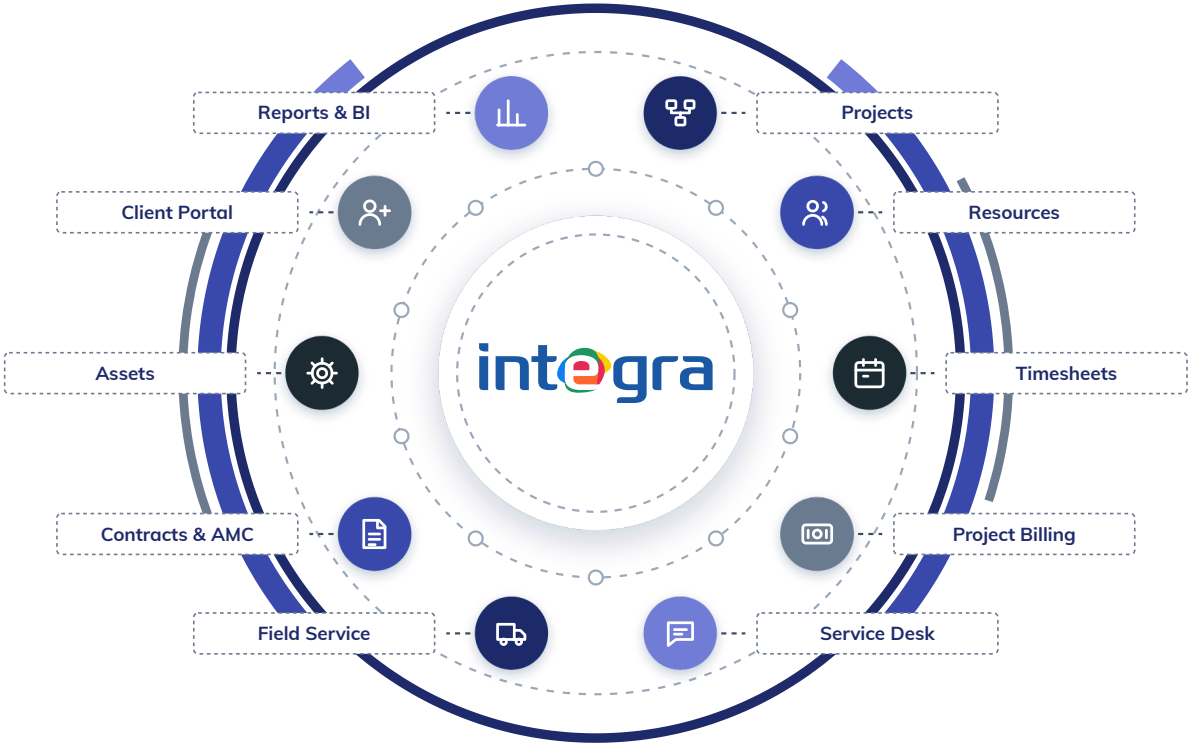
INTEGRA SERVICES SUITE



AI-Powered

Deliver every project and service on time

Projects, people, time, billing, service desk, field service and contracts, connected in one system.

Built for project- and service-based businesses of every size, in any country, on any device.

- Consultancies
- IT & Engineering Services
- Service & AMC Providers
- Agencies

01

Why Integra

Many service businesses plan projects in one tool, log time in spreadsheets, handle tickets in email and bill from the accounts package. Integra puts them on one platform, so every hour and every visit turns into an invoice.

From scattered tools to one connected firm

Without Integra	With Integra Services Suite
– Projects tracked in spreadsheets and chats	Plans, tasks and milestones in one place
– Timesheets filled at month end from memory	Daily timesheets against tasks and tickets
– Unbilled hours slip through the cracks	Time and milestones turn straight into invoices
– Customer issues lost in email inboxes	Every request logged with SLAs and owners
– Technicians call the office for job details	Jobs, checklists and signatures on the app
– AMC renewals missed until the customer leaves	Contracts, entitlements and renewal reminders
– Project margin known only after closing	Live budget, cost and margin per project

02

The suite

The Services Suite plugs into Integra's core. Finance, people, documents, messaging and reporting already run there, so every timesheet, expense and invoice lands in one ledger.

Your services at the centre, the core around them

03

Plan to invoice

From the signed proposal to the paid invoice, every step is recorded once and shared with every team that needs it.

Every project, one connected flow

Plan

Phases, milestones and tasks from your project templates.

Staff

The right people booked by skill and availability.

Deliver

Tasks, boards and documents shared with the team and client.

Record time

Timesheets and expenses against tasks, approved by managers.

Control

Budget, cost and margin tracked as work happens.

Sign off

Deliverables reviewed and approved by the client online.

Bill

Invoices from time, milestones or fixed fees.

Collect

Invoices and payments posted to Integra Finance.

04

Service & Support

Requests, SLAs, site visits and contracts on one record, so customers get faster answers and renewals keep coming.

Keep every customer covered

Service desk

Requests from email, portal and phone, assigned and tracked to closure.

SLAs that hold

Response and resolution targets with automatic escalations.

Field service

Visits dispatched to technicians with checklists, photos and signatures.

Contracts and AMC

Entitlements checked on every case and renewals billed on time.

05

Everything a service business runs on

34 modules in 10 areas. Switch on what you need today and add the rest as you grow.

Projects

Plans that stay on track.

- Project Planning
- Gantt Charts
- Tasks & Boards
- Templates
- Milestones
- Portfolio

Resources & Time

Every hour accounted for.

- Resource Planning
- Timesheets
- Skills
- Approvals
- Utilisation
- Project Expenses

Project Financials

Margin on every project.

- Project Billing
- Profitability
- Milestone Invoicing
- Rate Cards
- Budgets
- Revenue Recognition

Service Desk

Every request answered on time.

- Requests & Cases
- Escalations
- Service Catalogue
- Knowledge Base
- SLAs
- CSAT Surveys

Field Service

The right technician, on site, on time.

- Work Orders
- Checklists
- Dispatch Board
- Signatures
- Technician App
- Service Parts

Contracts & Assets

Coverage you can see.

- Contracts & AMC
- Installed Base
- Warranty
- Preventive Plans
- Renewals
- Asset Register

Clients

Clients in the loop.

- Client Portal
- Sign-off
- Request Tracking
- Feedback
- Documents
- Invoices Online

Intelligence & Platform

Numbers and AI across every team.

- Dashboards
- Integra AI
- SLA Reports
- Integrations
- Mobile App
- Multi-company

06

Connected services

Email, calendars, the client portal and the Integra core connect to the same projects and cases.

Connected to everything around your services

Email and calendar

Requests from email become cases; meetings and bookings sync to calendars.

Client portal

Clients follow projects, raise requests and pay invoices online.

Integra Finance

Invoices, expenses and project cost posted to the ledger.

Integra People

Leave, skills and cost rates feed resource planning and margin.

Inventory

Service parts drawn from Integra stock, by van or store.

Mobile apps

Time, tasks and site visits on the phone, even offline.

Secure role-based access

Each person sees only their projects, clients and cases.

Open APIs

Connect the tools your teams and clients already use.

07

Integra AI

AI built into every module. It suggests, people decide.

Smarter every day, with people in control

Case Summaries

Long case threads summarised with a suggested reply for the agent.

Delay Forecasts

Projects likely to overrun flagged from progress and time booked.

Resource Suggestions

Suggested people for a task from skills and availability.

AI Assistant

Ask about utilisation, margins or SLA breaches in plain language.

AI suggests, people decide. Every AI action is approved and logged.

Your path to connected services

Let's connect your services business

Tell us how your teams work and we will show you the Services Suite running your projects, support and billing.

Present in India, Sri Lanka, Singapore and Saudi Arabia

INDIA

Developer of Integra

Incien IT Solutions Pvt Ltd

19/41, Circular Road, United India Colony,
Kodambakkam, Chennai, Tamil Nadu 600024

+91 75400 88770
+91 98848 41484
+91 78248 18877

info@incien.com

SRI LANKA

Authorised partner

RRAA One Technologies Pvt Ltd

20/6, Abeyrathne Mawatha,
Boralesgamuwa 10290

+94 77 278 5577
+94 77 862 7722
+94 77 027 2299

info@rraaone.com

SINGAPORE

Authorised partner

ITree Solutions Pte Ltd

22 Sin Ming Lane, #06-76 Midview City,
Singapore 573969

+65 9005 7861

contact@itreesolutions.sg

SAUDI ARABIA

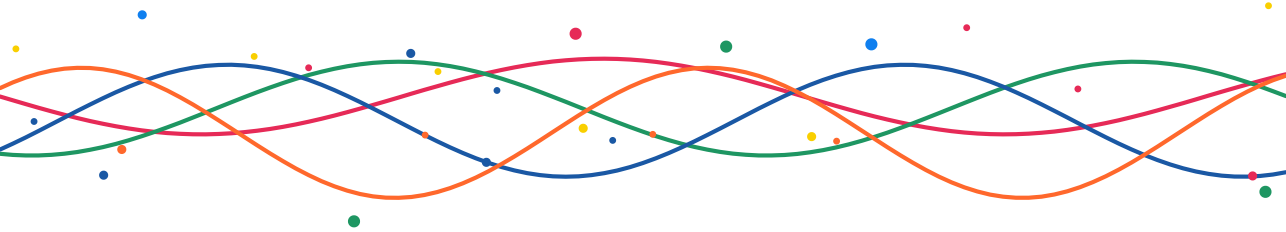
Authorised partner

Onexea Establishment

7637 Al Muharas, 3874 Al Hazm,
Riyadh 14964, Kingdom of Saudi Arabia

+966 50 789 2989
+966 55 110 0118

info@onexea.com



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