INTEGRA SERVICES SUITE

AI-Powered

Complete Features

Every benefit and every feature of Integra Services Suite, area by area.

BENEFITS

What your firm gains with the suite

One connected platform for projects and service delivery. Here is what changes for owners, project managers, consultants, service agents, technicians and clients.

Projects on track

Plans, tasks and dependencies everyone can see.

The right people

Resources booked by skill and availability, without double-booking.

Every hour recorded

Daily timesheets and expenses against tasks and tickets.

Nothing left unbilled

Time, milestones and fees turn straight into invoices.

Live margin

Budget, cost and margin per project as work happens.

Faster support

Requests from every channel with SLAs and escalations.

Smarter field visits

Dispatch, checklists, photos and signatures on the technician app.

Renewals that happen

Contracts, entitlements and renewal reminders in one register.

AI that saves time

Case summaries, delay forecasts and resource suggestions. People decide.

Clients in the loop

A free portal for status, requests, approvals and invoices.

CONTENTS

34 modules in 10 areas, one platform

Every module runs on one platform. Modules marked + come in optional packs.

Projects

- Project Planning
- Tasks & Boards
- Gantt & Dependencies
- Portfolio Management

Resources

- Resource Planning
- Skills & Availability
- Capacity & Utilisation

Time & Expenses

- Timesheets
- Time & Expense Approvals
- Project Expenses

Project Financials

- Project Billing
- Project Budgets
- Project Profitability
- Revenue Recognition & Rate Cards+

Service Desk

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

Field Service

- Work Orders & Dispatch+
- Technician App+
- Service Parts

Contracts & AMC

- Contracts & AMC
- Warranty & Entitlements
- Renewals & Recurring Billing

Assets & Maintenance

- Customer Installed Base
- Preventive Maintenance Plans
- Asset Register

Clients & Collaboration

- Client Portal
- Feedback & CSAT
- Documents & Sign-off

Intelligence & Platform

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

+ Optional pack (Field Service or Professional Services).

Projects

Project Planning

Plans, phases and milestones for every project.

- Projects and phases
- Milestones
- Project templates
- Project status

Gantt & Dependencies

Schedules with dependencies and critical path.

- Gantt charts
- Task dependencies
- Critical path
- Baselines

Tasks & Boards

Tasks assigned, tracked and finished on time.

- Task lists and boards
- Assignees and due dates
- Checklists
- Comments and files

Portfolio Management

Every project's health on one screen.

- Portfolio dashboard
- Project health
- Programme groups
- Portfolio reports

Resources

Resource Planning

The right people on the right projects.

- Resource allocation
- Bookings by week
- Over-allocation alerts
- Bench view

Capacity & Utilisation

Billable time against capacity, by person and team.

- Utilisation by person
- Billable and non-billable time
- Capacity forecasts
- Team reports

Skills & Availability

Who can do the work and when they are free.

- Skills and certifications
- Availability calendars
- Leave from Integra People
- Skill search

Time & Expenses

Timesheets

Time recorded against projects, tasks and tickets.

- Daily and weekly timesheets
- Timers on tasks
- Billable flags
- Mobile time entry

Project Expenses

Expenses claimed and charged to projects.

- Expense claims with receipts
- Charge to project
- Rebillable expenses
- Expense reports

Time & Expense Approvals

Timesheets and expenses approved by managers.

- Approval rules
- Bulk approvals
- Rejections with reasons
- Approval history

Project Financials

Project Billing

Invoices from time, milestones or fixed fees.

- Time-and-material billing
- Milestone invoicing
- Fixed-fee billing
- Invoices posted to Integra Finance

Project Profitability

Margin on every project, client and service.

- Cost from timesheets and expenses
- Revenue by project
- Margin by client
- Write-offs

Project Budgets

Budgets for hours and cost, tracked as work happens.

- Hour and cost budgets
- Budget versus actual
- Budget alerts
- Change requests

Revenue Recognition & Rate Cards

PROFESSIONAL SERVICES PACK

Revenue recognised by rule and billed at the right rates.

- Percentage-of-completion revenue
- Rate cards by role and client
- Multi-currency billing
- Unbilled revenue reports

Service Desk

Requests & Cases

Requests and issues logged from every channel.

- Email, portal and phone requests
- Case assignment
- Status updates to requesters
- Case history

SLAs & Escalations

Response and resolution targets met on time.

- SLA policies
- Business hours
- Escalation rules
- SLA reports

Service Catalogue

The services you offer, with forms and approvals.

- Service catalogue
- Request forms
- Approvals
- Fulfilment tasks

Knowledge Base

Answers your team and customers can find.

- Articles and FAQs
- Suggested articles on cases
- Internal and public articles
- Article feedback

Field Service

Work Orders & Dispatch FIELD SERVICE PACK

Site visits scheduled and dispatched to technicians.

- Work orders from cases and contracts
- Dispatch board
- Route-aware scheduling
- Customer visit alerts

Service Parts

Spare parts used on jobs, from van or store.

- Van and store stock
- Parts used per job
- Parts requests
- Returns of faulty parts

Technician App FIELD SERVICE PACK

Everything a technician needs at the site.

- Job list and directions
- Checklists and photos
- Customer signature
- Works offline

Contracts & AMC

Contracts & AMC

Service contracts and annual maintenance in one register.

- Contract register
- Covered assets and services
- Visit entitlements
- Contract documents

Warranty & Entitlements

What each customer is covered for, checked on every case.

- Warranty periods
- Entitlement checks
- Chargeable and free work
- Warranty claims

Renewals & Recurring Billing

Contracts renewed and billed on schedule.

- Renewal reminders
- Recurring invoices
- Price escalation
- Renewal reports

Assets & Maintenance

Customer Installed Base

Every product installed at every customer site.

- Installed assets by site
- Serial numbers
- Service history
- Asset documents

Asset Register

Your own equipment, tools and vehicles.

- Asset register
- Assignment to people
- Location and movement
- Warranty and insurance

Preventive Maintenance Plans

Planned visits created before anything breaks.

- Maintenance schedules
- Auto-created work orders
- Checklists
- Compliance reports

Clients & Collaboration

Client Portal

Clients see projects, tickets and invoices online.

- Project status
- Raise and track requests
- Invoices and payments
- Free for every client

Documents & Sign-off

Deliverables shared, reviewed and signed off.

- Project documents
- Version history
- Client approvals
- E-sign

Feedback & CSAT

Satisfaction measured after every job.

- Surveys after cases and visits
- CSAT and NPS
- Feedback by team
- Follow-up on low scores

Intelligence & Platform

Reports & Dashboards

Projects, tickets, time and margin at a glance.

- Project and service dashboards
- SLA and backlog reports
- Time and utilisation reports
- Custom report builder

Integra AI

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

- Case summaries and replies
- Effort and delay forecasts
- Resource suggestions
- Every AI action approved and logged

Mobile App

Tasks, time and tickets on the phone.

- Tasks and approvals
- Time entry
- Case updates
- Notifications

Integrations & Multi-company

Email, calendars and other systems connected.

- Email and calendar
- Integra Finance and People
- Open APIs
- Multiple companies

integra

integraone.app

Any industry. Any country. Any device.

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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