

NEWSMINE

In this edition, Skillmine takes another leap forward in driving secure and scalable digital transformation across diverse industries. We showcase how our solutions are enhancing data privacy, streamlining workflows, and strengthening security controls, especially in healthcare, diagnostics, and the public sector.

With exciting product updates, strategic partnerships, and key staffing successes, Skillmine is empowering organizations to build resilient and agile IT ecosystems that are ready for the future.

Highlights



Advanced governance and compliance features



Expanded impact in healthcare and public sector



Strategic alliances and talent growth

ThoughtGrid



Beyond Monitoring:
Network Observability
for Proactive IT

[\(Read more on page 4\)](#)



Why Traditional
Cybersecurity Fails
Against Insider Threats?

[\(Read more on page 4\)](#)

Scaling New Heights in IT

Skillmine's latest innovations are turning today's IT challenges into tomorrow's competitive edge. With enhanced governance, advanced security, and smarter automation, we're helping organizations simplify complexity, boost compliance, and unlock new levels of efficiency.

Discover how our future-ready solutions enable businesses to stay resilient, agile, and ahead in an evolving digital world.



Tech **Spotlight**

THE SILENT ARCHITECT BEHIND SLA EXCELLENCE



Custom Connectors and Smart Schedulers In the ever-evolving world of IT service management, visibility is power and automation is its silent architect.

This month, we engineered a solution that goes beyond dashboards and daily reports. At its core? A custom scheduler engine built to sync with SLA clocks in real time, and bespoke connectors that bridge traditionally siloed endpoint tools and ITSM platforms.

Why does this matter? Because traditional SLA monitoring often fails when your data is fragmented across multiple systems, endpoint agents, ticketing tools, asset trackers. Our custom connectors integrate diverse tools like neural pathways, while the scheduler engine automates impact based reporting for true service performance insights.

This is more than automation. It's precision orchestration. And it's changing how diagnostics networks, and soon others in healthcare, measure, govern, and improve IT responsiveness.

Stay tuned for next month's Tech Spotlight, where we'll explore AI-driven anomaly detection in IT operations. Have questions about this month's topic? Reach out to us anytime.

New Wins



Streamlining Workflows and Enhancing Data Privacy

Successfully implemented for a healthcare management organization transitioning from open-source technology, addressing data privacy concerns while streamlining governance workflows.



Expanding Healthcare Footprint

Onboarded a prominent diagnostics organization to automate IT reporting and enhance SLA visibility using scheduler functionality and custom connectors for IT service management and endpoint tools.



Public Sector Milestone

Secured a significant government IT wing engagement to establish and operate a comprehensive Security Operations Center (SOC) with advanced threat hunting and cyber forensics capabilities.



Skillmine Auth Rollout in Full Swing

Phase 1 authentication rollout completed with UAT deployment. Integration of Skillmine Auth with five key business apps including HRM and Loan Management is underway, with go-live expected in 2–3 weeks.

What's **New**

COMPLYment

Enhanced IT Asset Management and Security

Skillmine has improved IT asset management with custom fields for detailed tracking of hardware, software, and licenses all in one centralized view. Stronger access controls, including password policies and account lockouts, enhance security.

Smarter Audits with Recurrence Tracking

The new Vulnerability Recurrence Matrix helps track repeated issues by asset type, improving remediation traceability and root cause analysis.

Strengthening Risk Management

Implemented Risk Mobility to transfer risks across fiscal years and track audits and vendor observations enhancing compliance, reducing redundancy, and speeding up remediation.

DataV

Enhanced Dashboards and Reporting

Dashboards were upgraded for better clarity and usability, featuring real-time data refresh indicators. Segmented insights and personalized reporting views now support diverse decision making needs.

Skillmine Auth

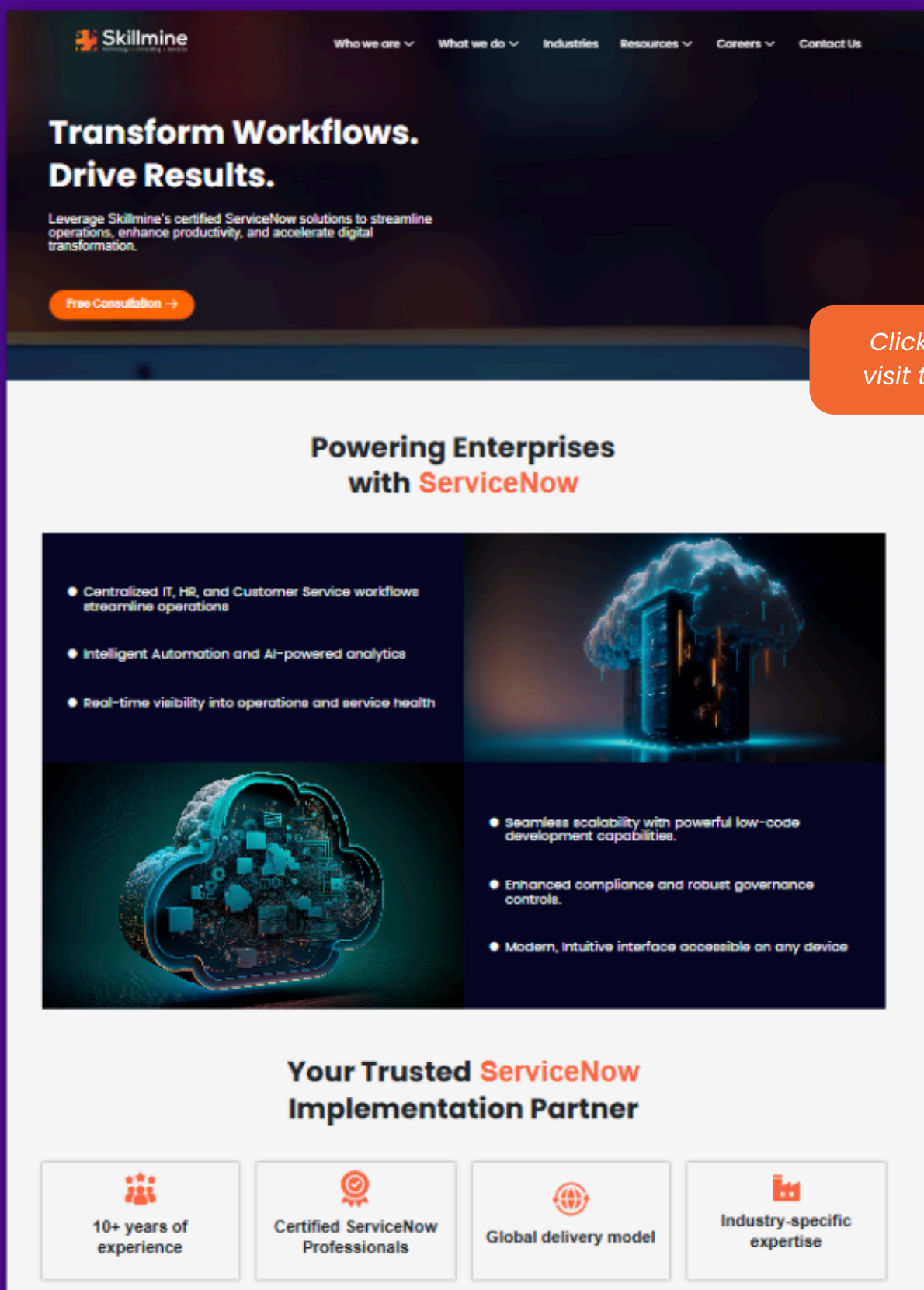
Seamless Authentication Integration

Integrated with endpoint management tools to enable smooth SSO and MFA. RBAC controls are live, supporting faster onboarding and stronger access security. Phase 1 authentication rollout is complete, with final integrations nearing go-live.



Latest on **Skillmine's Website**

Check out the newly launched ServiceNow page, highlighting Skillmine's IT service management and automation capabilities through the ServiceNow platform.



The screenshot displays the Skillmine website's ServiceNow page. The header features the Skillmine logo and navigation links: Who we are, What we do, Industries, Resources, Careers, and Contact Us. The main hero section has the headline "Transform Workflows. Drive Results." and a sub-headline: "Leverage Skillmine's certified ServiceNow solutions to streamline operations, enhance productivity, and accelerate digital transformation." A "Free Consultation →" button is positioned below the sub-headline. A call-to-action button on the right side of the page reads "Click here to visit the page". The central content area is titled "Powering Enterprises with ServiceNow" and lists five key benefits: Centralized IT, HR, and Customer Service workflows streamline operations; Intelligent Automation and AI-powered analytics; Real-time visibility into operations and service health; Seamless scalability with powerful low-code development capabilities; and Enhanced compliance and robust governance controls. A modern, intuitive interface accessible on any device is also mentioned. The bottom section, "Your Trusted ServiceNow Implementation Partner", features four icons representing 10+ years of experience, Certified ServiceNow Professionals, Global delivery model, and Industry-specific expertise.

Skillmine
Technology • Consulting • Services

Who we are ▾ What we do ▾ Industries Resources ▾ Careers ▾ Contact Us

Transform Workflows. Drive Results.

Leverage Skillmine's certified ServiceNow solutions to streamline operations, enhance productivity, and accelerate digital transformation.





[Free Consultation →](#)

[Click here to visit the page](#)

Powering Enterprises with **ServiceNow**

- Centralized IT, HR, and Customer Service workflows streamline operations
- Intelligent Automation and AI-powered analytics
- Real-time visibility into operations and service health
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Your Trusted **ServiceNow** Implementation Partner

- 
10+ years of experience
- 
Certified ServiceNow Professionals
- 
Global delivery model
- 
Industry-specific expertise

Skillmine ThoughtGrid

From Awareness to Action: The Power of Network Observability Legacy monitoring tells you something's wrong. Observability tells you why, before it impacts your business.

Explore how Skillmine's AI-powered solutions are redefining proactive IT, reducing downtime, and boosting resilience across Telecom, IT, and Infrastructure sectors.



Firewalls stop intruders. Not insiders.

When the threat has credentials, traditional tools go blind.

Skillmine's UEBA-powered security sees the unseen and brings clarity, speed, and control from the inside out.

Looking Ahead

As the digital landscape continues to evolve, Skillmine remains at the forefront of helping organizations drive secure, scalable digital transformation. Stay tuned for the next edition where we'll share more insights and success stories shaping the future.

For more information
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