

SERVICE DESK PLUS

Use cases



SPRITLE

&

ManageEngine

LET'S TAKE A LOOK!

The projects in which we have
implemented & integrated
ManageEngine's product, Service Desk
Plus (SDP)

OUR PROJECTS



List of Projects



Building Management System for a leading Technology and Innovation company in Singapore



Integrated Fault Management System for one of the largest airport in Asia.



Integrated E-Ticketing and Management System for an International Transportation Company



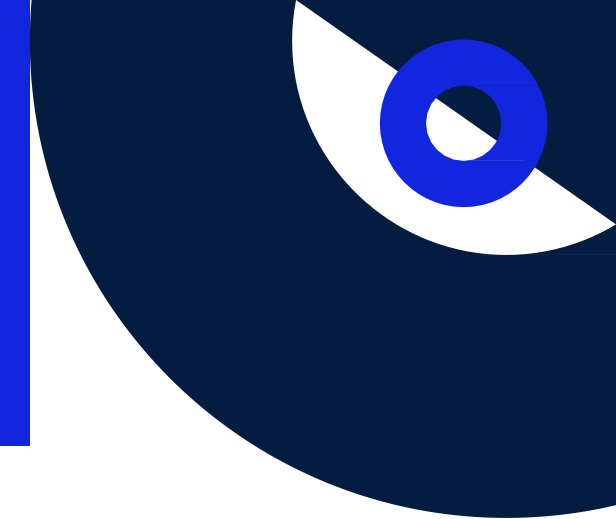
Custom application to integrate SDP with a legacy application for a global system integration company

How our integration works?

- Our seamless Integration with ManageEngine ServiceDesk Plus enables contractors, Engineers & technicians on the ground to access tickets using Our custom developed mobile application using SDP's API to achieve the following
 - Proactive Maintenance
 - Preventive Maintenance
 - Corrective Maintenance
- The tickets are handled by technician / ground staffs. The status of the tickets and the Service Level Agreements (SLA) are ensures by the backend helpdesk staffs.



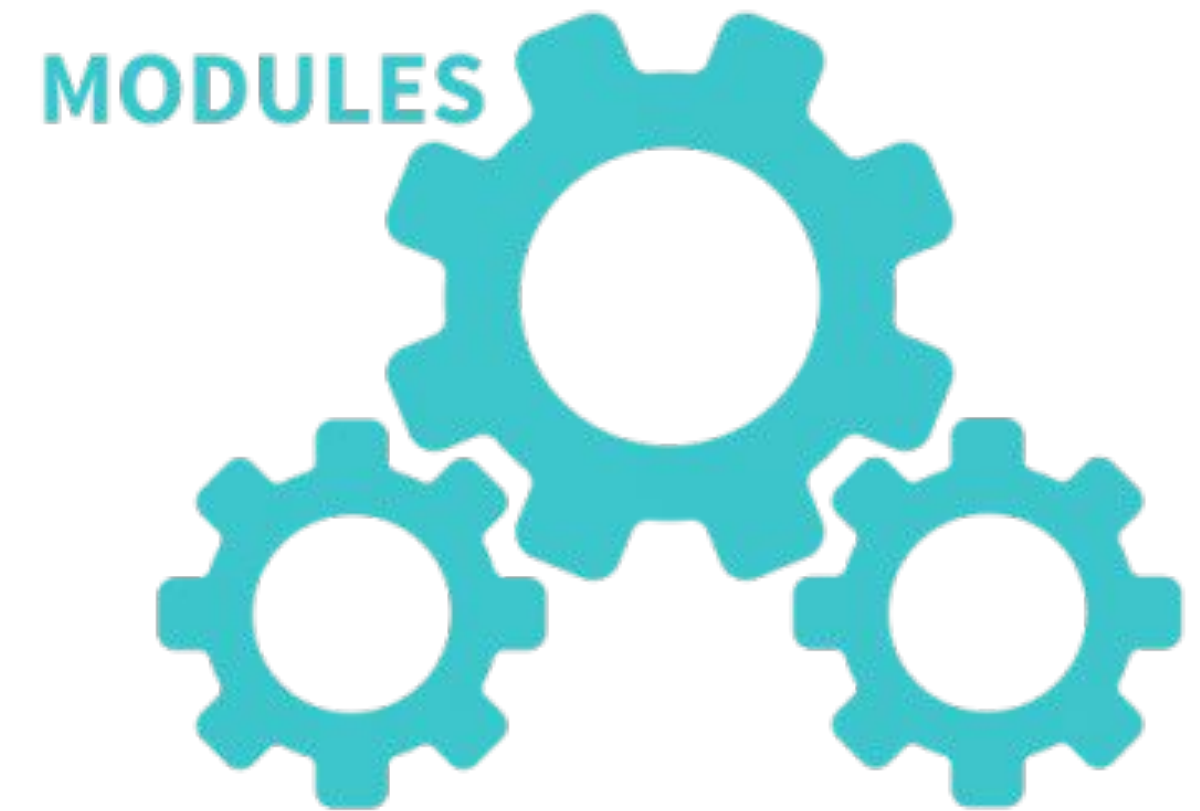
List of features & functions to mitigate the Challenges



- Integrate with Building Management System to obtain real time data from IOT devices to generate automated tickets.
- Automated tickets are assigned to the respective support groups to take corrective action.
- Equipment tracking via Asset Management.
- Recurring Faults in Equipment are read and generated which assists the technicians/ground staffs to perform proactive maintenance.
- The analytics report are generated using ManageEngine Analytics plus.
- The CCTV camera captures snapshot of faults occurred in restricted Zones.
- While the ground staff performs maintenance, the before/after images are captured to generate the digital service report with signature from the customer assuring the completion of work

Modules of SDP

- Request Management (Ticketing)
- Change Management (Maintenance)
- Asset Management
- Knowledge Management
- Configuration Management Database (CMDB)



Building Management System for a leading Technology and Innovation company in Singapore



Enabling Contractors, Engineers, and Technicians on the ground to have direct access to data, monitor, and perform proactive or preventive maintenance (troubleshooting & fixing) based on pre-defined thresholds using **ManageEngine ServiceDesk Plus (SDP)**



- **Data integration and customization to the BIM**
- **Sensor-driven automatic ticket generation; Lightning and Rain alerts.**
- Customizing **ServiceDesk Plus** with a existing support centre application.
- **Manage assets, incidents, and changes** with your own **mobile app**.
- Obtain **snapshots of faults** in buildings via your existing **CCTVs**
- **Equipment Location Map (Pathfinding)** for accurate fault finding.
- **Knowledge Base Directory** (Instruction Manuals, Troubleshooting Guides, etc).

Integrated Fault Management System for one of the largest airport in Asia.

Manage Fault Tickets (starting from the Terminal Gates to the Runway), Create/Administer Adhoc Maintenance requests to start/stop faulty equipments, monitor & alert various Engineering Teams to **perform actions and resolve issues.**



- Automated Faults Ticket creation using various **sensor inputs.**
- AMC (Airport Maintenance) Scheduling System custom- built using SDP & SCP.
- **Critical incidents** are automatically converted to **Maintenance Tickets.**
- **Generate reports** in Xls, and PDF formats with attachments.
- Custom-built **Mobile Application** for remote access. Data Migration, Jira & HR Tool Integration with SDP & SCP.

Integrated E-Ticketing and Management System for an International Transportation Company

Enhancing the use of the Facility Management Software via a custom-built mobile application for the Users including On-the-ground Technicians to have remote access and thereby eliminating the dependency on a desktop every time.



- **Easy creation of tickets** for any issue spotted or raised by the sensors.
- **Digital signature** from the customer & technician before closing any ticket.
- **Attachment to tickets:** Image, AudioFiles, PDFs, Xls files, etc
- As in the web portal, users can **perform all actions** and
- **access all features.**
- Enabling Technicians to update **ticket** through mobile.
- **Broadcast Push Notifications** for heavy rains & lightning to **ensure safety**

Custom application to integrate SDP with a legacy application for a global system integration company

Providing you with a stable business process by migrating your confidential data from the old legacy system to new databases by eliminating data inconsistency & inaccuracy by integrating ManageEngine.



- **Third-party integrations** like SMS, and Phone Calls for Ticket Creation with SDP.
- Migration of bulk data from third-party system to ManageEngine tools.
- Integration of tools like Lansweeper, Spiceworks, Jira, etc with SDP.
- Enhancing the **Approval process** in SDP based on the **Purchase amount**.
- **Custom-built interface** to add **Master Data** which SDP does not support.



THANK YOU!

*We look forward to
working with you!*

OFFICE



Plot no 20, 2nd floor, Alapakkam, Main road,
Maduravoyal, Chennai- 600116, Tamil Nadu.



+123-456-7890



[www.spritle.co](http://www.spritle.com)
m

