

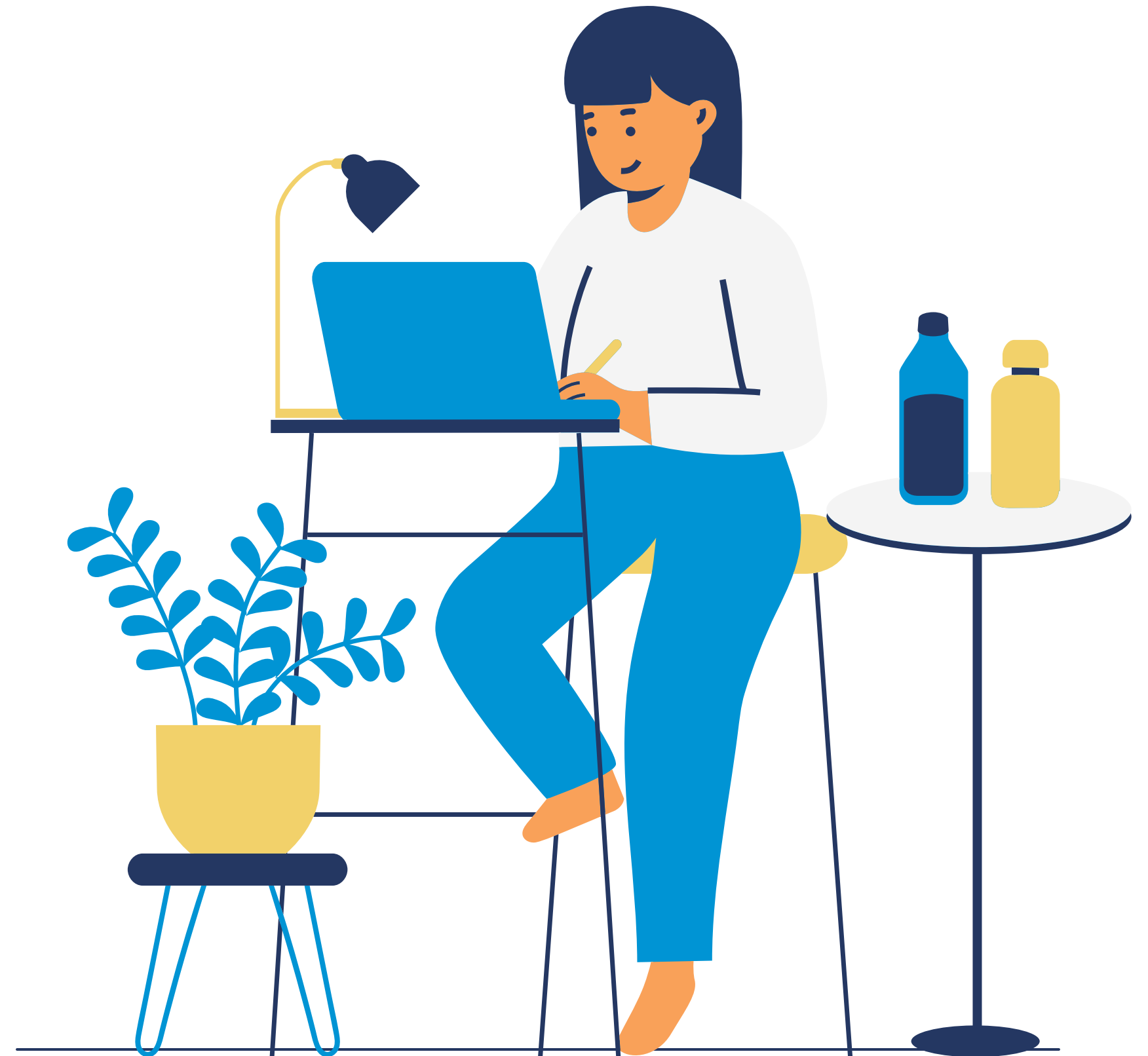
SPRITLE



ManageEngine

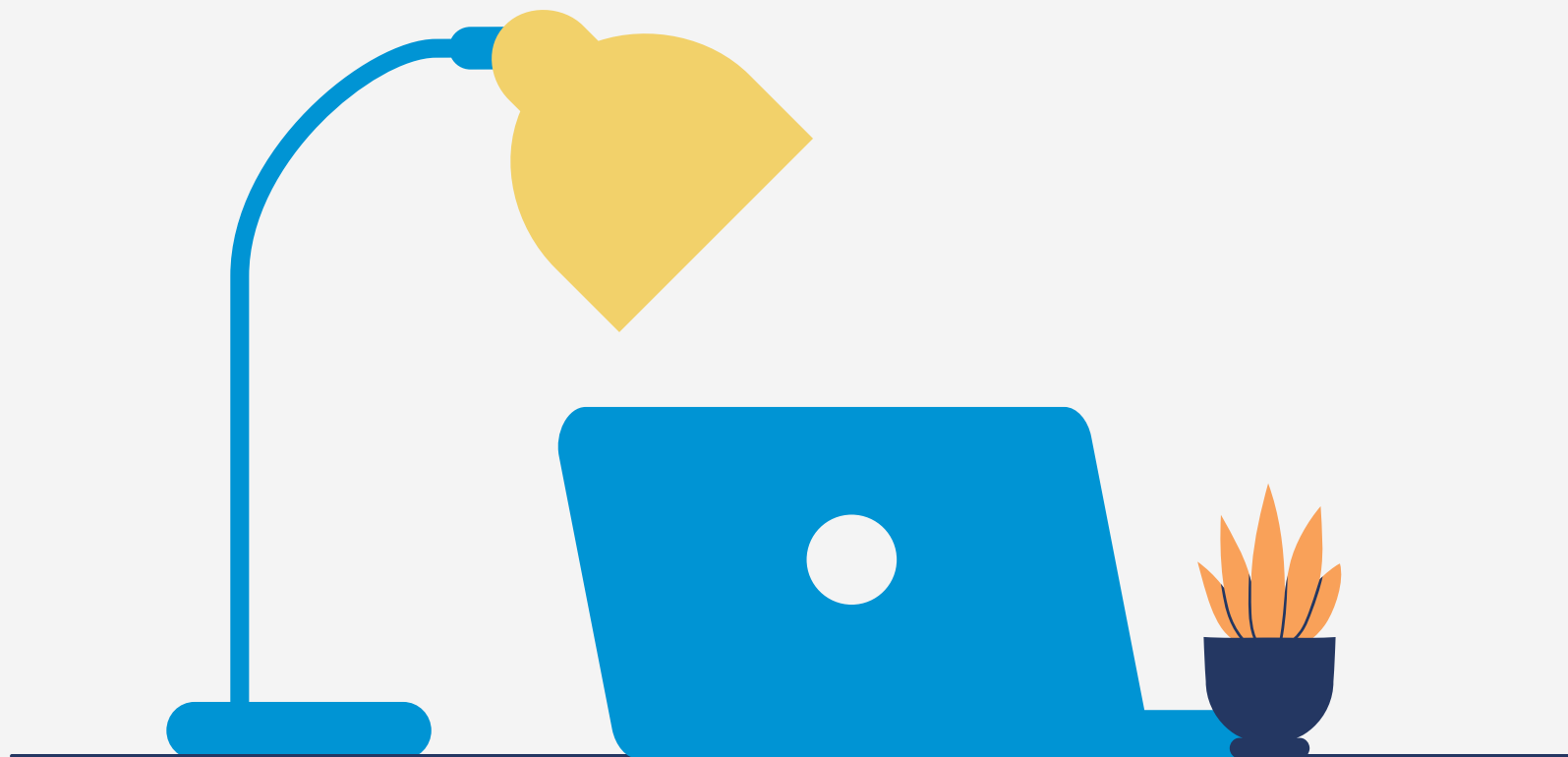
LET'S TAKE A LOOK!

The projects in which we have implemented & integrated ManageEngine ServiceDesk Plus (SDP)



Our Projects

The mobile payments industry remains open to opportunities for improvement



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 people on the ground to access tickets using web / our custom developed mobile application using SDP's API to achieve the following

Proactive Maintenance

Increase asset reliability and reduce the risk of downtime

Preventive Maintenance

Perform regularly scheduled maintenance activities to prevent unexpected failures

Corrective Maintenance

Involves in the replacement or repair of equipment after it fails.

Features that mitigate the Challenges

01

Real Time Integration

Integrate with Building Management System to obtain real time data from IOT devices to generate automated tickets

02

Business Logic

Automated tickets are assigned to the respective support groups to take corrective action

03

Accessible

Recurring Faults in Equipment are read and generated which assists the technicians/ ground staffs to perform proactive maintenance

04

Protect the Assets

Equipment tracking via Asset Management.

05

Dashboards

The analytics report are generated using ManageEngine Analytics plus

06

Handy views

The CCTV camera captures snapshot of faults occurred in restricted Zones.

07

Accessible

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



Change Management
(Maintenance)

Next steps

Request Management
(Ticketing)

Asset Management

Configuration Database
Management

BMS for a leading Technology & 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 an existing support center 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).

Building Management System

SPRITLE



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 equipment, 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.

SMART Fault Management System



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 customer before closing any ticket.
- Attachment to tickets: Image, Audio Files, 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

E-Ticketing & Management System



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.

Custom-Built Application



Thank You!

Join us today to build your
product!



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