SERVICE DESK PLUS

Usecases

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

✓ SMART Fault Management System (FMS) using ManageEngine for one of the Largest Airports in Asia.

✓ Custom Mobile App Development & Integration for an International Transportation Company.

✓ Integrating ManageEngine with an existing legacy application for a global System Integration Company.

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 other ManageEngine Tools.
- **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.)

SMART FAULT MANAGEMENT SYSTEM (FMS) USING MANAGEENGINE FOR ONE OF THE LARGEST AIRPORTS 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 tickets** 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.

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 everytime.

- **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, Audio Files, PDFs, Xls files, etc
- As in the web portal, users can **perform all actions** and access all features.
- **Broadcast Push notifications** for heavy rains & lightning for Technician's safety.
- Enabling Technicians to update the **status of each ticket** through mobile.

INTEGRATING MANAGEENGINE WITH AN EXISTING 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.
- Migrationof 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.