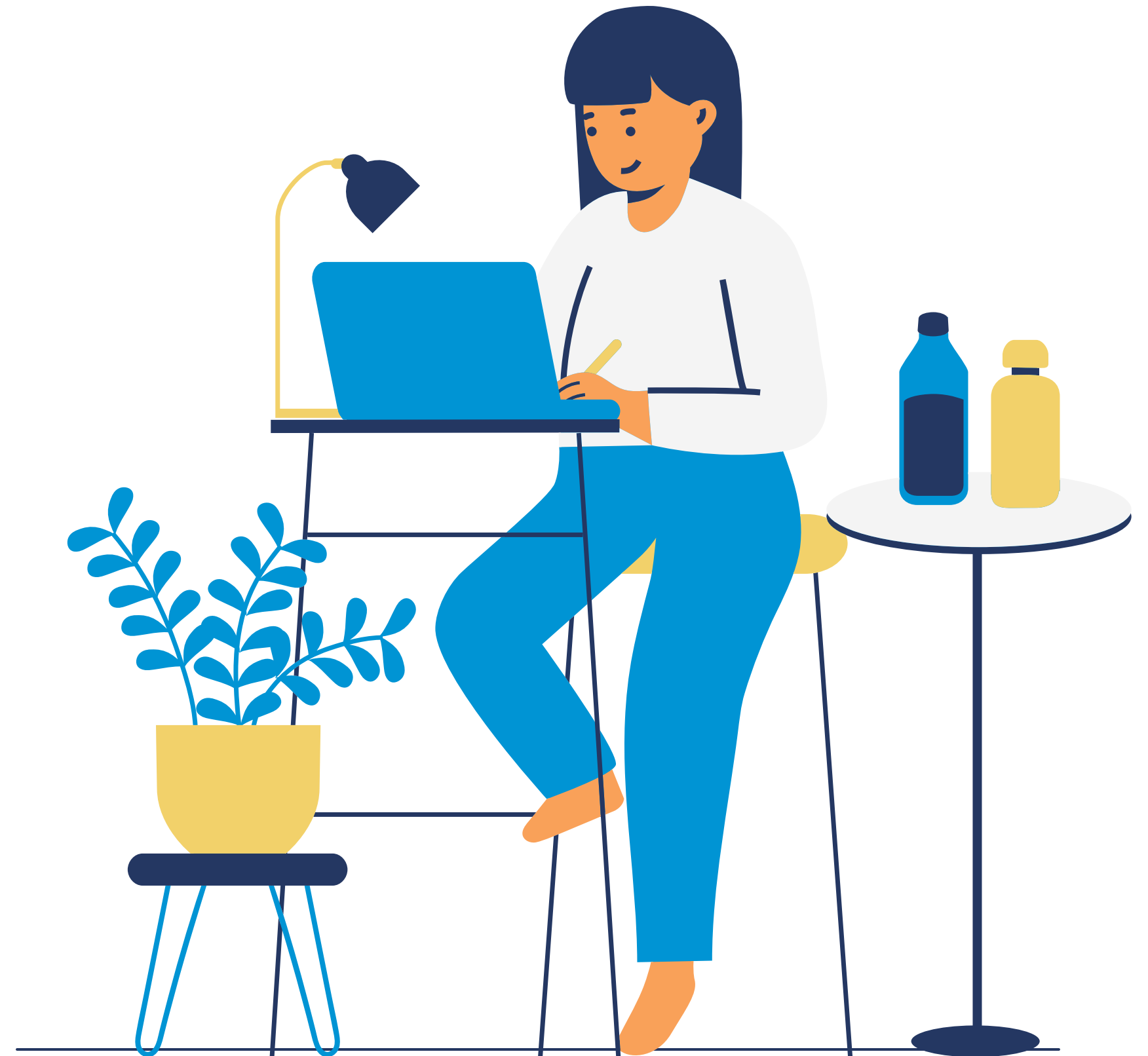# SPRITLE

ManageEngine
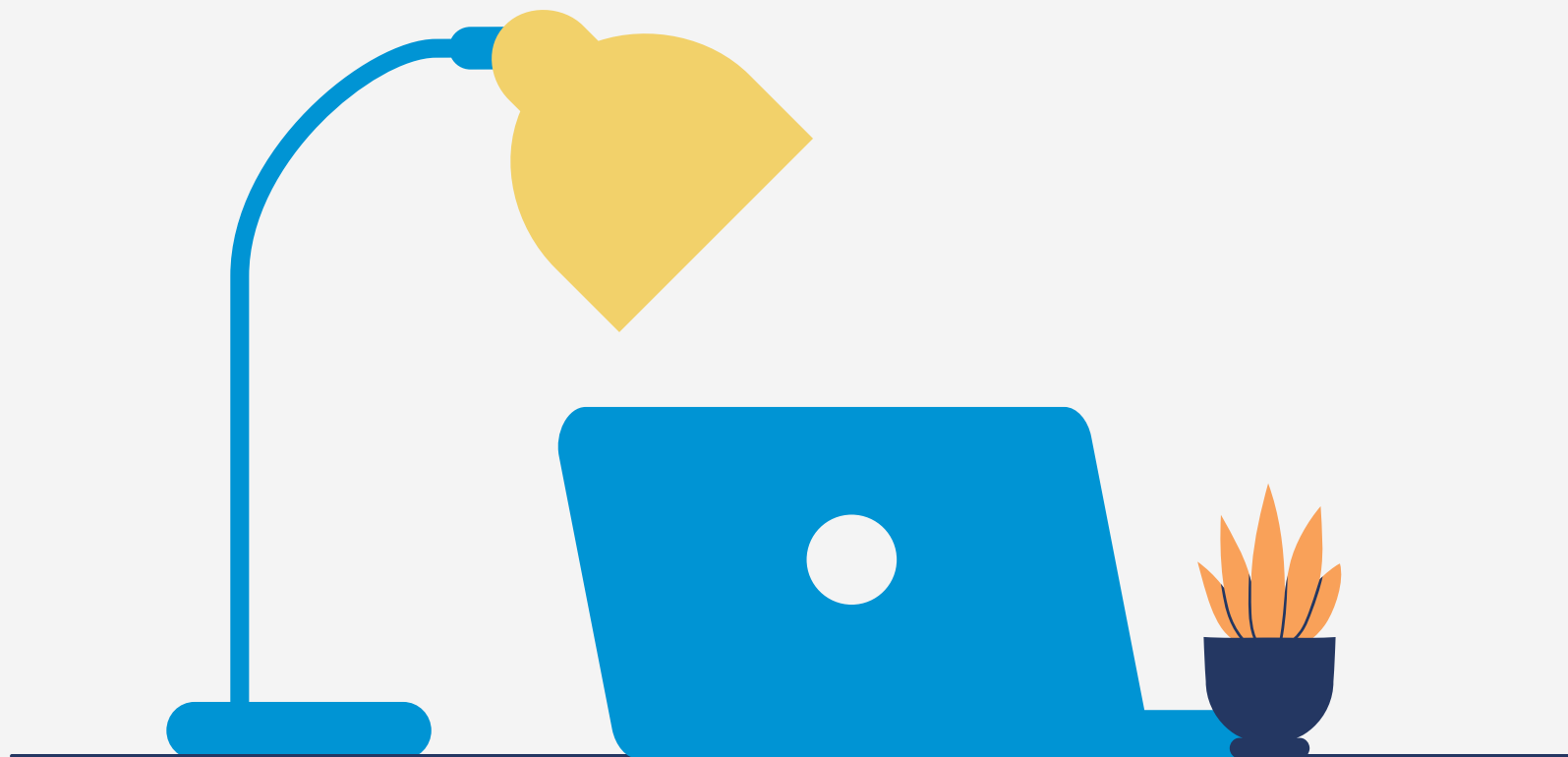
LET'S TAKE A LOOK!

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

Our Projects

The mobile payments industry remains open to opportunities for improvement

✓ **Automated Passenger In- Car Clearance System in an Immigration Checkpoint, Singapore.**

✓ **Smart Fault Management System (FMS) using ManageEngine for one of the largest Airports in Asia**

✓ **Smart Building Management System (BMS) Using ManageEngine for one of the largest Airports in Asia**

SPRITLE

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**

✅ **Preventive Maintenance**

✅ **Corrective Maintenance**

Increase asset reliability and reduce the risk of downtime

Perform regularly scheduled maintenance activities to prevent unexpected failures

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

SPRITLE

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

SPRITLE

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

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 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

SPRITLE

Automated Passenger In-Car Clearance System in an Immigration Checkpoint Singapore

Enabling passengers\travellers in the immigration checkpoint to perform immigration clearance without stepping out of their vehicles using ManageEngine Mobile Device Manager Plus (MDM)

- Manage all devices such as kiosk and biometric devices used by officers on duty to perform on site clearance.
- Geofencing and location tracking of devices
- Manage & control the usage,functionalities of all the devices
- Securely share files and informations to officers on the ground
- Centralized management and removal of content from managed devices
- Ensure lockdown of devices when they move out of the permitted location to prevent unauthorized access.

APICS System

SPRITLE

Smart Building Management System (BMS) Using ManageEngine for one of the largest Airports in Asia

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).

SPRITLE E-Ticketing & Management System

SPRITLE

Thank You!

Join us today to build your product!

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