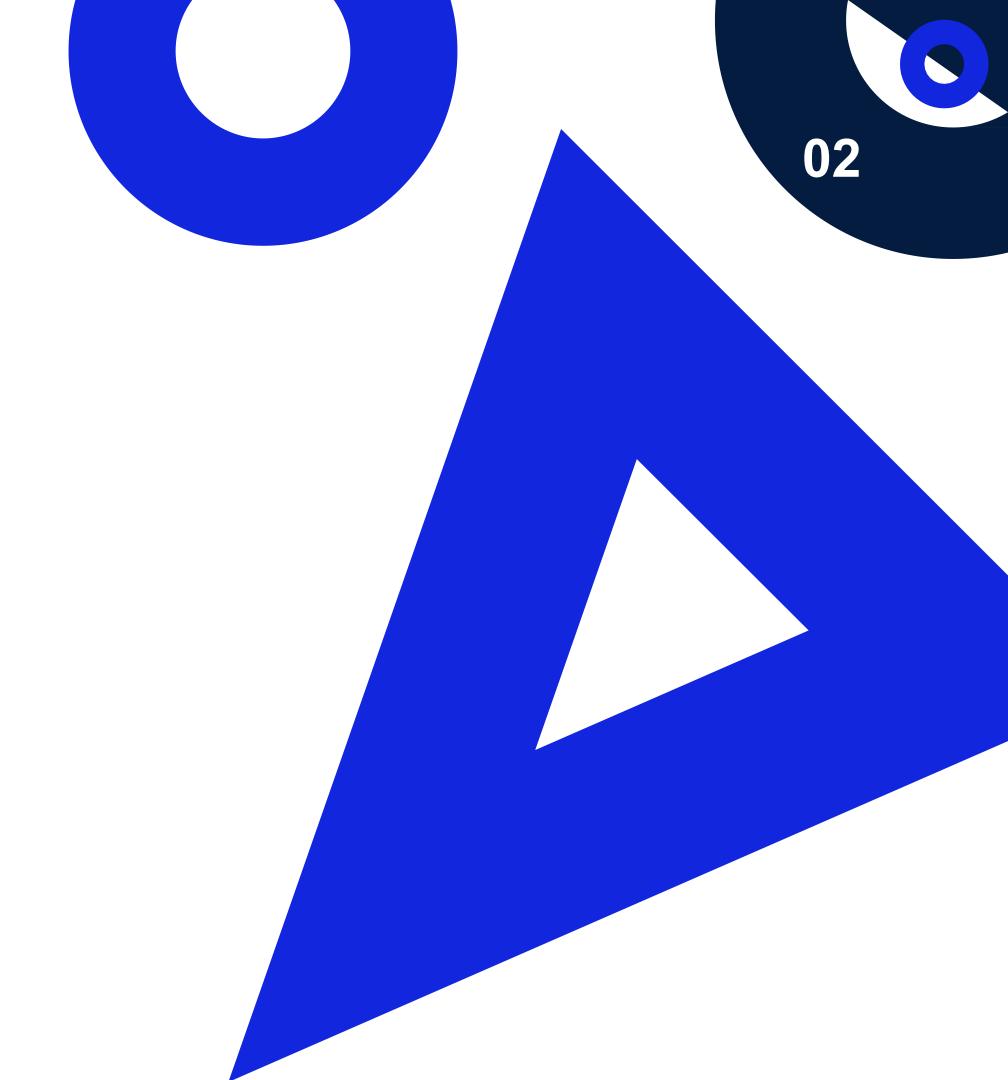
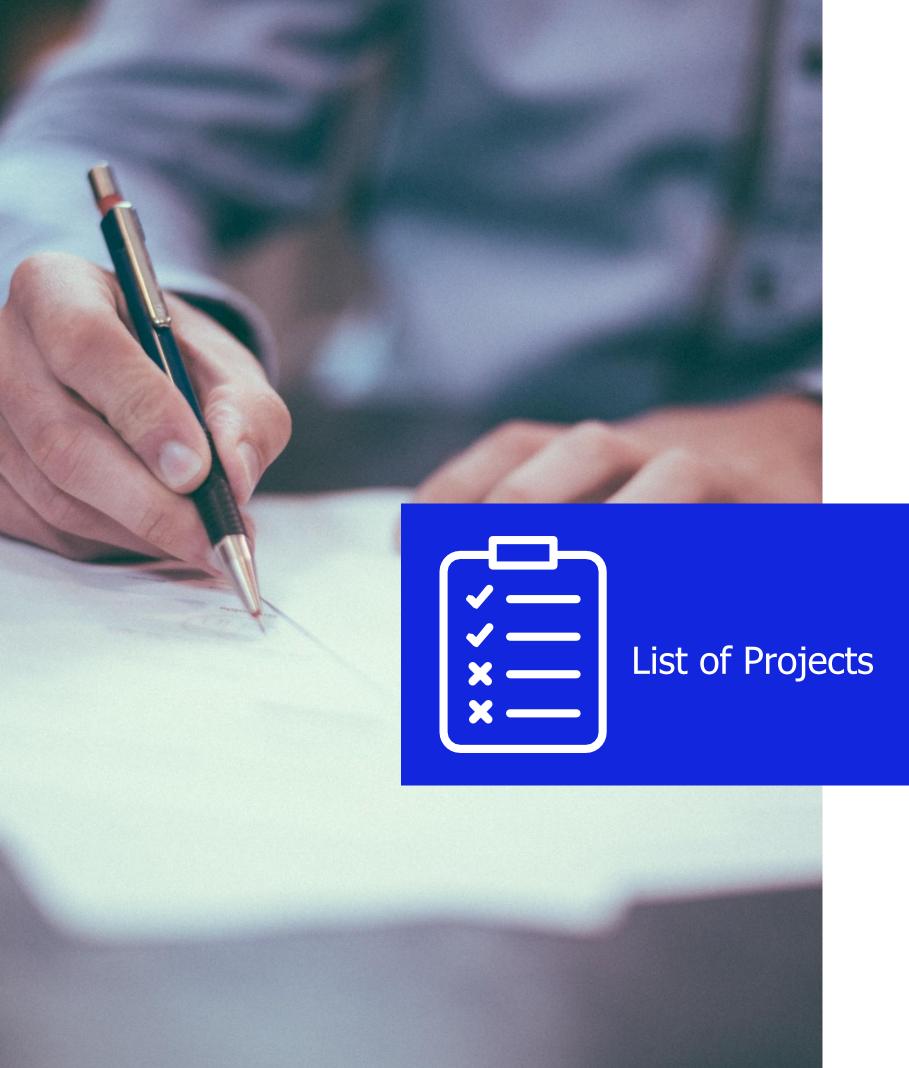
SERVICE DESK COHORT ANALYSIS REPORT > What are your top devices? here are your users: Sessions by device PLUS Usecases



LET'S TAKE A LOOK!

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





OUR PROJECTS



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

03

Custom Mobile App Development & Integration for an International Transportation Company. Integrating ManageEngine with an existing legacy application for a global System Integration Company.

Company.

BUILDING MANAGEMENT SYSTEM FOR A LEADING TECHNOLOGY AND INNOVATION COMPANY IN SINGAPORE

04

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.)

05

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.**



IN ASIA

- 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 XIs, and PDF formats with attachments.
- Custom-built **Mobile Application** for remote access.
- Data Migration, Jira & HR Tool Integration with SDP & SCP.

CUSTOM MOBILE APP DEVELOPMENT & INTEGRATION FOR AN INTERNATIONAL TRANSPORTATION COMPANY

06

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
- Broadcast Push notifications for heavy rains & lightning for Technician's safety.
- Enabling Technicians to update the **status of each ticket** through mobile.



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.