

Service Desk.iQ

Service management and optimization

Service Desk.iQ is a solution for the service processes automation for banks and retailers equipment, responsible for the opening, distribution, execution and closing of client requests. This tool helps to organize the work of the service company personnel and format the reports.

✓ FEATURES AND BENEFITS

■ Monitoring contractual obligations (SLA)

The solution allows tracking the status of each service request and inform about possible violations at various stages of processing (in accordance with the recommendations of ITIL), thereby increasing the total level of availability of services.

■ Tasks planning and assigning

ServiceDesk.iQ special module allows you to manage all incoming requests, turning them into work orders for specific service engineers in accordance with their location, skill level and workload.

■ Resource and labor accounting

The system takes into account the working hours of service personnel, consumables, spare parts, transportation costs and spot repairs. This provides an accurate calculation of the cost of the maintenance provided by the service company.

■ Control of spare parts distribution

The solution allows keeping track on distribution of spare parts, registering all units life cycle and planning their purchase and order's cancellation.

■ Integration with the help desk system

The solution provides integration with help desk systems for service requests, allowing to synchronize time of opening and closing.

■ Provision of statistical reports

The system provides various analytical reports on work performance, calculates service KPIs level and allows to follow trends in their change.

●●● APPLICATION

Service Desk.iQ solution is an effective tool for optimizing the work of service companies that provide services to banks, retailers, postal services and other organizations, owning a large number of diverse equipment.

