

Client Emirates Healthcare

Emirates Healthcare

Motadata helped Emirates Healthcare to streamline IT operations with Smart Automation, to handle network related tickets spread across multiple locations

Key Stats

1200

Asset

20

Technician License

About Client

Emirates Healthcare – part of Emirates Hospital Group; is one of the leading providers of healthcare services in UAE. They have an extensive portfolio of hospitals, urgent care units, specialty clinics, cosmetic clinics, and pharmacies.

Challenges

- Needed a way to categorize tickets based on location.
- Email to ticket feature that would support the latest Microsoft Exchange servers.
- Smart automation for auto-routing tickets and closing already resolved tickets.
- Network scanning using WMI and SSH protocol for populating the CMDB with asset details.
- Barcode for offline tracking of IT assets.

Solutions

- ITIL-complied unified Helpdesk solution
- Email to ticket feature provides email support
- Multi-level categorization
- Smart Workflow Automation
- https connection between a browser and the webserver
- Barcode Scan Support
- Scan their assets using WMI and SSH protocols

“Finally, we have an ITSM tool that is simple, powerful and solves all our challenges.”

