

Smart Automation and Unified Solutions for Streamlined Healthcare IT Operations




Product Offering

ServiceOps



Health Care



1,001-5,000



Dubai

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.

1200

Asset

20

Technician License

Challenges

- ✗ Needed a way to categorize tickets based on location
- ✗ Email to ticket feature that supports the latest Microsoft Exchange servers
- ✗ Smart automation for auto-routing tickets and closing 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
- ✓ Asset discovery using WMI and SSH protocols

Benefits

- ✓ Asset Management
- ✓ Streamlining Operations

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Implementing a unified helpdesk with smart automation has revolutionized how we manage IT assets and tickets. The seamless integration of email support, asset discovery, and barcode tracking has significantly enhanced efficiency and improved our ability to provide timely support across multiple locations