

Redefining service management with advanced solutions for faster, seamless operations



Product Offering

ServiceOps



BFSI



501-1,000



Indonesia

PT MIZUHO LEASING INDONESIA TBK was established on July 21, 1993. Formally it was known as PT Verena Multi Finance Tbk., It provides financing stability through the innovative products and the use of information technology in various business processes.

12

Service Desk

200

Asset Management

200

Patch Management

Challenges

- ✗ Replacing Traditional Service Desk with an Advanced Service Help Desk
- ✗ Scheduled & Customized Reports
- ✗ Custom Reports & Reports Analysis
- ✗ Modern and responsive UI & Mobile App

Solutions

- ✓ Request Management
- ✓ Customized and comprehensive Service Catalogue
- ✓ An advanced and seamless mobile application for quick actions
- ✓ LDAP integration
- ✓ Incident Management

Benefits

- ✓ High Productivity
- ✓ Efficient Network Infrastructure



With the new service desk and customized reporting, we've streamlined our workflows and enhanced service delivery. The intuitive mobile app and modern interface empower our teams to take quick actions, ensuring efficient and responsive support across the board.