



Innovative Technology...
...Smart Solutions!

ITCOMS

SSIS AT A GLANCE

- Established in 2002
- S & S InfoTech and Software Pvt. Ltd.
- S & S InfoTech Services Pvt. Ltd.
- System Integrator
- Experience & Knowledgeable Team
- Friendly Work Environment
- Dedicated Resources
- Intelligence Property + Security

PRODUCTS

- **KAMANDZIIR** - Self-password Manage Ad Reporting Tool
- **STARS** - SStatistical Analysis Reporting Solution
- **JEMS** - Jewelry Erp - Manufacturer's Solution
- **EPRO** - E-PROCurement
- **PPSMS** - Petrol Pump - Sales management System

SERVICES

- BI Solutions & Services
- Mobile Apps Development
- Customized Application & Solution Development
- Database Administration & Application Migration
- Network Monitoring Solution

Issue Tracking and Complaint Management System (ITCOMS) by SSIS: a service which will satisfy all your requirements. ITCOMS is an ultra-configurable workflow engine that can be used to track the progress of any kind of task including issue resolution, requirements gathering, desktop support handling, project monitoring, hardware deployment, staff hiring and document management; a seamless software.

ITCOMS manages and maintains lists of issues, as needed by an organization using a web browser. As this is a web based application, all the tasks can be monitored anywhere using the Internet and an internet browser. Issue tracking systems are commonly used in an organization's Customer Support Call Centre to create, update, and resolve reported customer issues, or even issues reported by the organization's other employees. An issue tracking system often contains a Knowledge Base/ Database containing information of each customer, resolutions to common problems, and other data. An issue tracking system is similar to a 'bug-tracker'. For security, issue tracking systems will authenticate its users before allowing access to the system.

As the number of delivery centers/ distribution centers increase, service calls/ complaint management becomes more complex, and the traditional methods of managing the same, will prove to be insufficient. Here, Web technology and Internet can help your organization, your organization can have a centralized and cost-effective Issue Tracking and Complaint Management System (ITCOMS) for managing the issues and complaints.

FEATURES

- Multi-role support
- Data Security
- Usability
- Availability
- Alerts
- SLA



ADVANTAGES



- Hassle free support
- Customizable
- SMS/E-mail alerts
- Improved service quality
- Maximized efficiency
- Customer satisfaction

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