SSIS GROUP

ITCOMS

ITCOMS is an ultra-configurable workflow engine that can be used to track the progress of any kind of task such as issue resolution, requirements gathering, desktop support handling, project monitoring, hardware deployment, staff hiring and document management.

ITCOMS manages and maintain lists of issues, as needed by an organization using web browser. As this is web based application, all the tasks can be monitor anywhere using internet and 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 that organization's other employees. An issue tracking system often contains a Knowledge Base / Data Base containing information on each customer, resolutions to common problems, and other such data. An issue tracking system is similar to a "bug-tracker", and often, a software company will sell both. For security, issue tracking systems will authenticate its users before allowing access to the system.

As your Delivery centres / Distribution centres increase, Service Calls / Complaints, management becomes more complex, and traditional methods of managing the same, will prove insufficient. Here Web technology and Internet can be of help to you, you can have a centralized and cost-effective Issue Tracking and Complaint Management System (ITCOMS) from SSIS, a service which will satisfy all your requirements.

BENEFITS

Service Calls / Issues / Complaints / Tickets are necessarily to be resolved in a time-bound manner, for continuance of your business, especially in the SERVICES SECTOR. Wherever there is any Service rendered, the associated Complaints are bound to occur; it is an essential part of the business cycle

FEATURES

Multi-Roll Support: In many companies different individuals have different roles depending on the project with which they are involved. ITCOMS supports working in a matrix managed environment. Also functionality is available to managers to add additional members to his team. The tickets will be display only to those members who are having the access of the project.

Data Security: Highly granular control over who can see and do what means those tasks can be shared with customers, contractors and third parties without compromising commercial or personal data. There is facility to create private ticket as well as provide private response which can be shared only with the internal staff.

High Usability: The same application can be use use for various different purposes within organisation which helps to administrative and training costs to reduced as well as allowing users a consolidated view of the tasks assigned to them irrespective of the work area to which they relate.

Portability: The application is developed using Dot Net Technology which help to deploy on any windows server. We are using Microsoft SQL as database but can be deploy on any other databases like Oracle, MySQL etc.

Alerts: Customised emails provide you confirmation by email. These confirmation you can receives by priority-wise, or even about response-wise. Also the option is provided to avoid the not required emails. Similar to emails, SMS Functionality can be activated

SLA: Various companies define SLA with various customers. These SLA are fully confirigable to each and every customer depending on the SLA Signed. In case any ticket is not responded on the specific time, the task is automatically escalated to higher authority. (There are three levels of authorities can be defined).