Embrace Your Business Transformation & Automation

KEY BUSINESS BENIFITS

- Greater insight in to your processes
- Identifying redundancies
- Increase accountability
- Reduce micromanagement
- Improved communication
- Smooth routine processes
- Reduce the likelihood of human error
- Offering most up to date information
- Service level agreement process and tracking performances

Delivering information technology as a service to improve overall productivity & performance through a smart IT solution is our objective. We introduce latest technological advancement to our existing core product features as a practice of continuous improvements and increase integration between tools, software and teams to move data faster with the assurance of powerful capabilities of cloud technology.

Helpdesk Automation

"Helpdesk Automation" gives you the wings to cater routine issues through a categorization mechanism accompanied by auto assignment and routing process based on the situation with a real time notification process.

- Customizable issue categorization
- Automatic assignment & routing process
- Use of round robin mechanism
- Real time system notification
- Incident management
- Root cause analysis

Workflow Management

Streamline and speedup manual workarounds via "Workflow management". A smart solution with no code development feature to assist you in a smart way.

- Eliminates chaos
- Effective communication in real time
- Heightened security
- Incredible efficiency
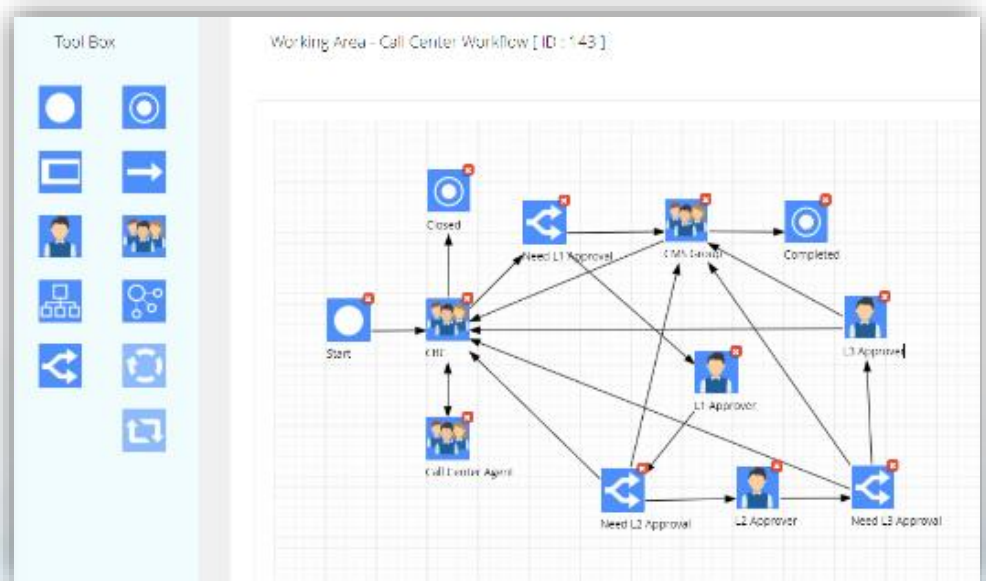- Increase transparency
- Productivity enhancements

Figure 1.0 Workflow Management

Asset Management

Our "Asset Management" module has the capability of managing all kind of tangible & intangible assets.

- Managed Inventory through asset categorization
- Automated process initiation on repair, maintenance, transfer and asset acknowledgement.
- Barcode & QR code customization
- Prior notification on warranty expiration
- Combine solution provider on asset tracking under employee on boarding & off boarding processes

Dynamic Report

Beyond the boundaries, we push up our innovations on "Dynamic Report" to facilitate our customers' report requirement in a dynamic manner. Generate your own report requirement just by yourself to catchup-required data.

- Onetime configuration
- Not limited to explore due to dynamic nature
- Downloaded reports comfort you to make interpretation and to Setting directions
- Scheduled reports can be Sent out in emails at given time intervals though "Scheduler"

Dynamic API

Interaction and the communication among systems is much easier than ever with our no code API creation implementation. Create APIs required on integrations solely without the vendor involvement.

- Zero development effort
- Bridge with other external systems

Gamification & Leader Board | Stimulate Factor

Reward & recognizes the users with their activities on the system by giving points and stars for their service excellences.

Let agents to complete tasks and earn points & badges, win rewards and work towards achievements is the strategy beyond the concept to motivate agents to reach the efficiency frontier.
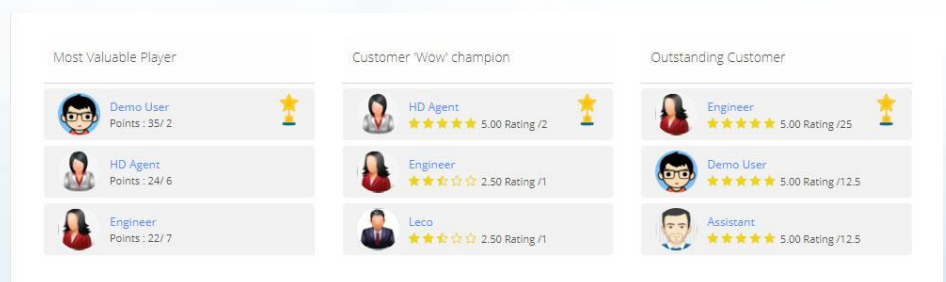

Figure 2.0 Gamification & Leader Board

OUR UNIQUENESS

- No code implementation
- Applicable to any sector
- 100% Customizable
- Dynamic Nature

Tracking WFH Performance Statistics

Blended solution to keep record and track day today employee workarounds.

Provide the feasibility to line up tasks under work categories with a description and time spent. Supervisors can utilize the report and have insight on working progress.
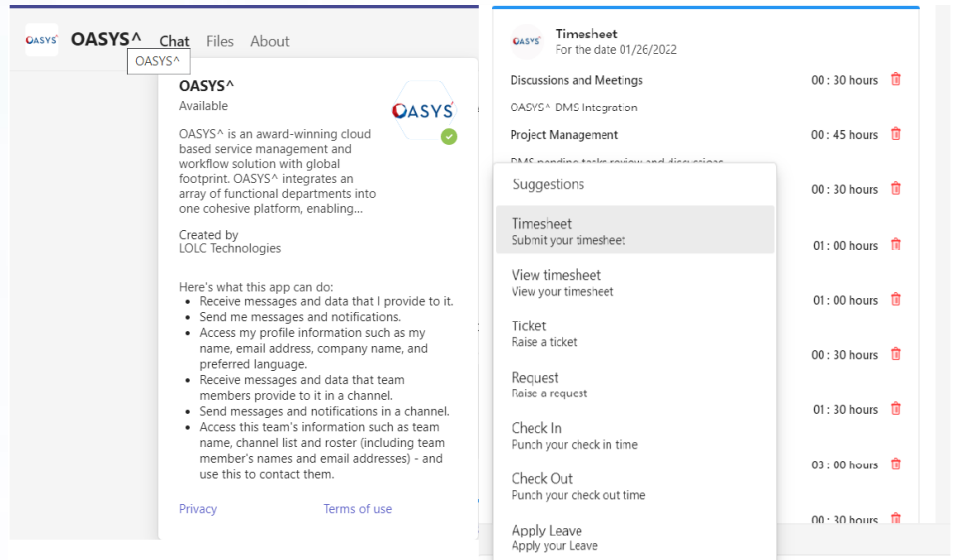

Figure 3.0 OASYS^ Teams Bot

Customers

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