

Embrace Your Business Transformation & Automation

KEY BUSINESS BENEFITS

- Customizable issue categorization
- Automatic assignment & routing process
- Real time system notification
- Incident management
- Root cause analysis
- MS Teams and email integration
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- Streamline and speedup internal processes by reducing manual entry and request handling
- 360° Transparency
- Reduce errors & rework
- Reduce the risk of improper approvals
- Improve compliance with audit trails
- Increase output and productivity

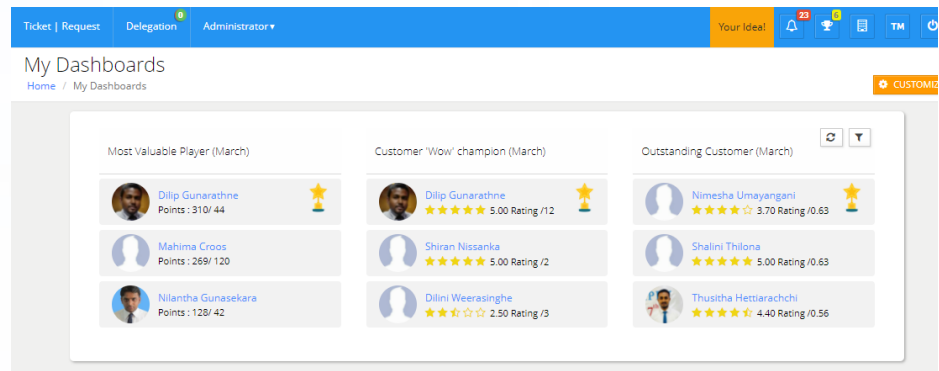
Deliver information technology as a service. Improve overall productivity & performance through a smart IT department. Establish control and oversight for IT operations. Process automation and self-service experience enhances the process efficiency and end user satisfaction. Transform IT into a strategic partner for the business.

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.

Why Workflow Automation?

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Workflow management system allows organizations to define and control the routine, repeatable activities associated with your business activities



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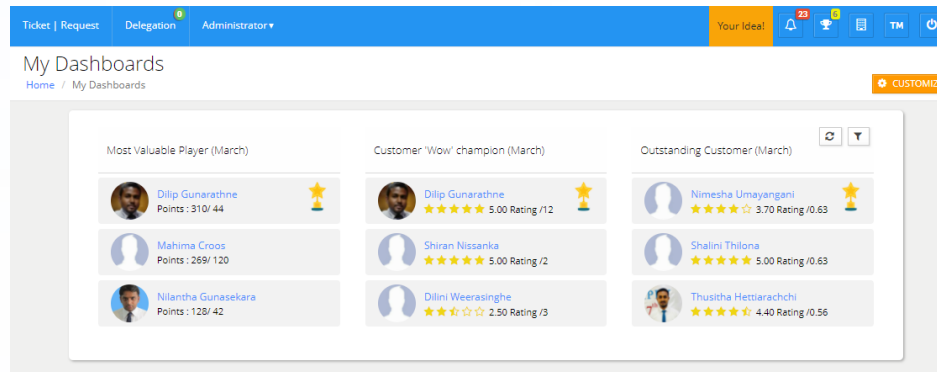
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Category	Name	Points	Rating
Most Valuable Player (March)	Dilip Gunarathne	310/44	5.00
	Mahima Croos	269/120	5.00
	Nilantha Gunasekara	128/42	2.50
Customer 'Wow' champion (March)	Dilip Gunarathne	5.00 Rating /12	5.00
	Shiran Nissanka	5.00 Rating /2	5.00
Outstanding Customer (March)	Nimesha Umayangani	3.70 Rating /0.63	5.00
	Shalini Thilona	5.00 Rating /0.63	4.40
	Thusha Hettiarachchi	4.40 Rating /0.56	4.40

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