TicketingTool

Comprehensive Facility Management & Support Solution

Empowering Organizations with Streamlined Operations

The Problem Statement

Large organizations struggle with fragmented communication channels when handling internal service requests.

Lack of Visibility

No central system to track the status of effective resolution, leading to employee frustration and lack of accountability.

Inefficient SLAs

Without a system to track time-to-resolution, Service Level Agreements (SLAs) are frequently breached with no data to analyze root causes.

Fragmented Processes

Support requests for Accommodation, IT, Transport, and Maintenance are scattered across emails, phone calls, and sticky notes, leading to lost tickets.

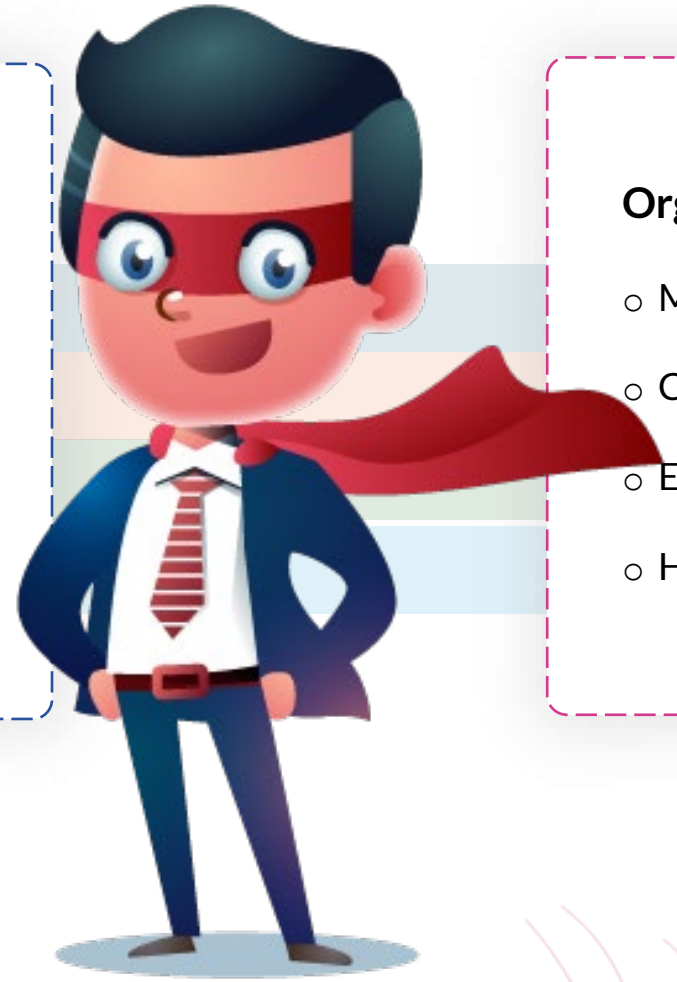
qba

Target Audience

Designed for medium-to-large enterprises managing complex facility operations.

Primary Users (Internal)

- Employees: Raising requests for transport, repairs, etc.
- Helpdesk Staff: Triage and assignment of tickets.
- Line Managers: Approval & Escalation management.
- Technicians: Field agents resolving issues on-site.



Organizations

- Manufacturing Plants
- Corporate Offices
- Educational Campuses
- Healthcare Facilities

The Solution

Web Portal

Make a big impact with professional slides, charts, infographics and more.

Mobile App

Make a big impact with professional slides, charts, infographics and more.

Intelligent Automation

Make a big impact with professional slides, charts, infographics and more.

A unified, multi-platform ticketing ecosystem that bridges the gap between requesters and resolvers.

qba

Key Features & Benefits

Role-Based Security

Granular access control for Admins, Helpdesk, Managers, and Technicians ensuring data privacy and correct workflow routing.

Real-Time Dashboard

Interactive analytics showing Open, Assigned, Resolved, and Escalated tickets with visual charts and metrics.

SLA Management

Built-in timers and due dates. Automatic tracking of met vs. breached SLAs to ensure compliance.

WhatsApp Integration

Seamless communication updates sent directly to users' WhatsApp for critical ticket status changes.

Dynamic Forms

Category-specific fields ensuring the right data is captured for every diverse request type.

Offline Capable

Mobile architecture ready for field work with localized data synchronization.

qba

Unique Selling Proposition (USP)

Why Ticketing Tool stands out in the marketplace.

Enterprise Ready

Make a big impact with professional slides, charts, infographics and more.

Full Lifecycle

Make a big impact with professional slides, charts, infographics and more.

v

Mobile First for Field

Make a big impact with professional slides, charts, infographics and more.

qba

Competitive Landscape

Direct Competitors

servicenow

bmc REMEDY

Jira Service Management

Zoho Desk

Our Advantage

Unlike heavy, expensive generic IT tools, Ticketing Tool is custom-tailored for Facility & Admin operations. It offers lower TCO, faster deployment, and a simpler UX for non-technical field staff.

qba

Business Model

Flexible deployment options to suit client needs.

SaaS Subscription

Per-user or per-facility monthly licensing fee for cloud-hosted instances.

Enterprise License

One-time perpetual license with annual maintenance contract (AMC) for on-premise deployment.

Customization Services

Revenue from tailored integrations, custom report building, and specific workflow adaptations.

qba

Product Roadmap

Q3 2025

Stable Release

v1.0, Android App Launch, Core Facility Modules

Q4 2025

iOS App Release

Advanced AI-based Ticket Routing, Chatbot Integration

Q1 2026

Predictive Maintenance Module

IoT Sensor Integration for automatic ticket generation

Q2 2026

SaaS Architecture

Multi-tenant SaaS Architecture, Global Localization Support

qba

Thank You

Your Right-Sourcing IT Partner.

qba