



# Q-Assist

**Comprehensive Facility Management & Support Solution**  
Empowering Organizations with Streamlined Operations

# Helpdesk Solution

# SSO

# Incident Management

# Mobile Interface

# Workflow Designer

# WhatsApp Integration



# 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.



# 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.



# 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.

# 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.



## Mobile First for Field

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



# 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.

# 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

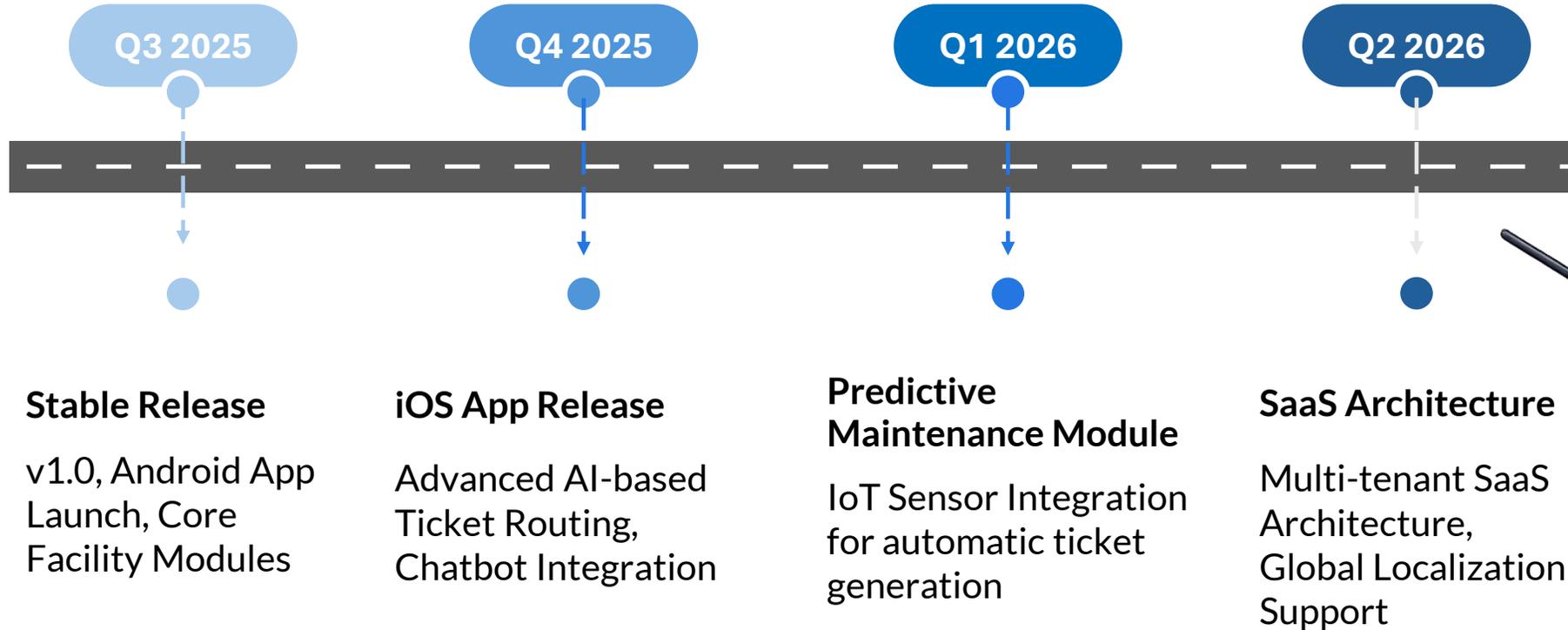
One-time perpetual license with annual maintenance contract (AMC) for on-premise deployment.



## Customization Services

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

# Product Roadmap



**Thank You**

Your Right-Sourcing **IT** Partner.

