



Modernize & transform your IT and enterprise

Automation. Workflows. Experience.



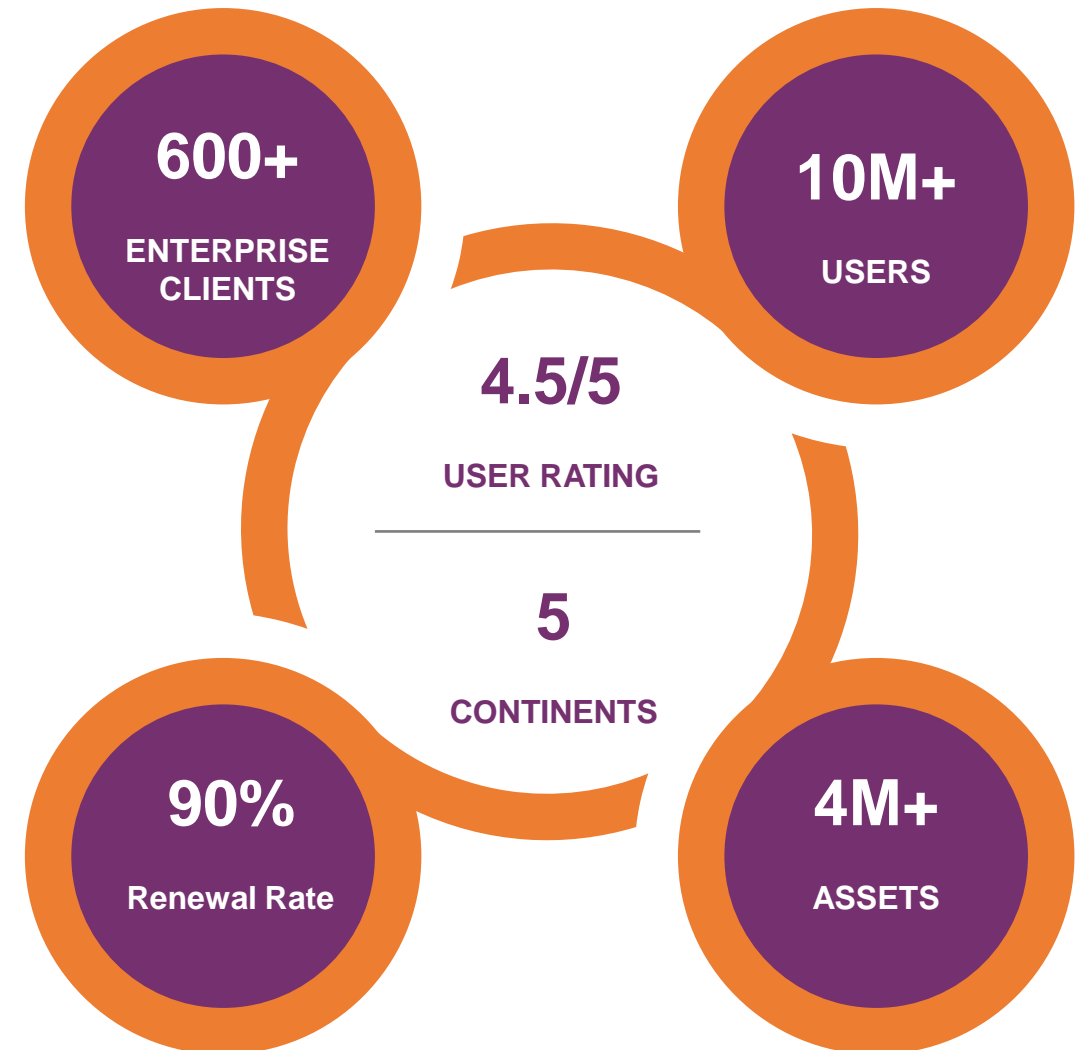
Sapphire IMS

About Us



- Enterprise Product Software specializing in
 - Service Management
 - IT Asset Management
 - Workflow & Automation
- Powers mission critical initiatives of Asia's most renowned organizations and brands
- Transforms businesses digitally across industries and impacts millions of users through efficient outcomes.
- SaaS enabled low code process automation and asset management platform

“CUSTOMER FIRST, ONE VOICE, ONE TEAM.”



Enterprise Service Management



IT Service Management

Customer Support

HR Services

Financial Services

Facilities and Operations

Health & Safety

Vendor Helpdesk

Cross Functional Services



Supercharge Your Employee Efficiency with Intelligent Enterprise Service Desk



ITIL aligned Templates, Pink Verify 2011 Certified

Service Request, Incident, Problem, Change and Release Management – Go live in no time



Extreme flexibility and codeless configuration

Easier and Faster implementation of your process



Omni-Channel Access, Service Catalog, Knowledge Management, Self Service, Smart Search

Enhanced End user experience and faster adoption



Flexible SLA, Notifications and Escalations

Enhanced End user experience and faster adoption



Multilevel & Sequential / Parallel Approvals

Optimize Cost and Improve Compliance



Process Automation

Improved efficiency through Intelligent and context aware decisions



Enterprise Integration

Seamless Data flow between enterprise applications

Enterprise Asset Management



- IT
- Facility
- Spares



Know Your Assets, Get 100 %
Visibility and Save Over 40% of Costs



Asset Register

Single Source of Truth for Asset Data



IT Asset Management & Automation

Auto Discovery, Dynamic Inventory, Software Deployment, Patch Management, IT Automation



Software Asset Management and Policy Compliance

License Compliance & Optimization, Compliance to IT Policies



Technical Services and Services Scheduler

Improved MTTR, MTBF and Extend Life of Asset



Asset Life Cycle Management and Audits

Request to Retire Life Cycle, Automated Asset Register Update, Track Assets, Ownership, Location and Usage



Vendor, Contracts & Entitlements

Optimize Cost and Improve Compliance

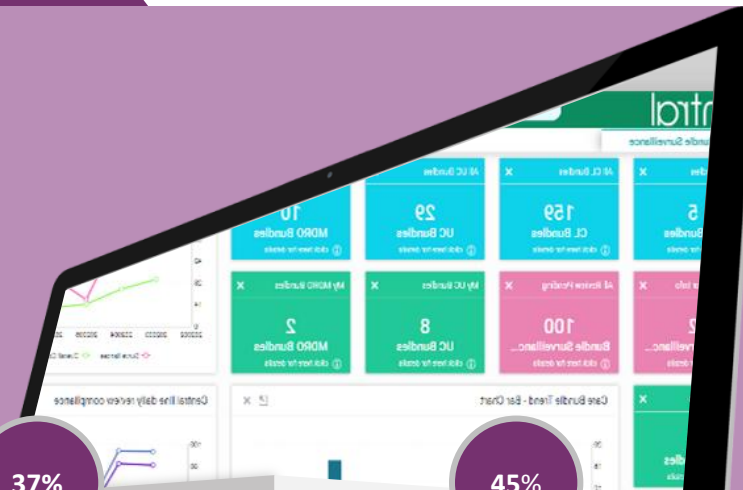


Enterprise Integration

Seamless Data flow between system and Asset Data Integrity

xFlows – Workflow Automation Platform

Transform experience across the Enterprise



xFlows

Connecting and automating the front, middle and back-office to deliver superior efficiency and differentiated experience to customers and employees.

28%

High employee efficiency and engagement



Employee Experience Workflows

- Employee Engagement
- Procurement & Vendor Management
- Admin & Facilities
- Environment, Social & Governance
- Finance Operations

45%

Improvement in customer experience



Customer Experience Workflows

- Service Lifecycle Management
- Customer Engagement
- Business Approvals
- Maintenance Management
- Lead Management

37%

Faster operations and response



Core IT Workflows

- ITIL Certified IT Service Desk
- IT Procurements
- IT Operations Management (ITOM)
- IT Governance & Compliance

45%

Improvement in customer experience



Vertical Workflows

- Healthcare ([HxCentral](#))
- BFSI ([FxCentral](#))

Digital Hospital Product Portfolio



hxcentral

Health-IT Platform for Public Health

Health-IT Platform for Healthcare Enterprises

On-demand Healthcare Apps



HEALTHCARE QUALITY MANAGEMENT

Enhance Patient Safety and Drive Quality Culture

Incident Management, Audits, Action Tracker, KPI Tracker, Digital Forms



UNIFIED SERVICE MANAGEMENT

Enhanced Patient Experience and Empowered Staff

Central Help Desk, Patient Help Desk, Feedback and Investigations



HEALTHCARE ASSET MANAGEMENT

Asset Management for Biomedical, IT, Engineering, House Keeping, etc.

Asset Life Cycle Management and Audits
Vendor, Contracts & Entitlements
Preventive Maintenance Management

Use Cases readily available



Unified Service Desk	IT Helpdesk	IT Change Management	IT Asset Management	Healthcare Incident Management	Estimation Tracker	Asset Operations	Maintenance Management
Register Maintenance	IMACD Process	EHS Incident Management	IP Feedback	Procurement process	Employee Onboarding / Off boarding	Procurement with E-Card	Action trackers
MOM Tracker	Project Task Management	Project Management	Employee Incentive / Bonus Claim Process	Audit Management	KPI Management	Travel Request Management	Customer Support Professional
Customer Support BFSI	Central Inventory Management BFSI	Mortgage Process	Professional Service Automation	Service Lifecycle Management	Customer Support Product Organisation	Moratorium Process BFSI	HR Service Desk
	Admin Service Desk	Incident Management	Problem Management	Service Request Management	Finance Service Desk		

Market validation

Excellent reception and feedback from leading customers



Delivering solutions to vertical organizations, horizontal teams, multi-national conglomerates, Governmental organizations, Unicorns and start-ups.





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Where work flows

Automation. Workflows. Experience.



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