



**A LEADING DOOR OPENING
SOLUTIONS PROVIDER ENHANCES
PERFORMANCE WITH REAL-TIME
DASHBOARDS & ANALYTICS**

DATAMATICS

BUSINESS CHALLENGES

ABOUT CLIENT:

The customer is a global leader in door opening solutions, dedicated to satisfying enduser needs for security, safety, and convenience and is represented in all major regions, on both mature and emerging markets, with leading positions in much of Europe and North America and in Australia. In the rapidly growing electromechanical security sector, the customer group has a leading position in fields such as access control, identification technology, automatic doors, and hotel security.

INDUSTRY:

Door Security Solutions

REGION:

Global

EMPLOYEES:

Large Enterprise , 50,000+

REVENUE:

9500 million USD

- Configuration Management and Expert Functional Support for the ITSM application
- Customized Reports & Dashboards
- Real time Analytics
- 24*7 functional support

DATAMATICS SOLUTION

Development and enhancement for different types of modules within Service Now

Create and update forms for Incident Management, Request Fulfillment, Change management and Problem Management modules

Develop advanced performance analytics management reports for displaying real time metrics

Develop customized Reports and Dashboards for users

Create Service Catalog Items having customized fields with approval workflow

Perform on-boarding and setting up of fulfillers, divisions and groups

BUSINESS IMPACTS

95%+ resolution SLA for incidents and service requests



300+ new catalog items

On-boarded multiple regions (EMEA, AMER, etc.) having **50,000+** users with no downtime



1200 reports for different end users and customers

Customized Dashboards



24/7 platform support

ABOUT **DATAMATICS**

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence

and Automated Fare Collection. Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit www.datamatics.com

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