

RiM

Resource Infrastructure Management (RiM) optimizes resource utilization, enhances infrastructure returns, and simplifies organizational capacity management through advanced technology-driven solutions and services.



About Us

We deliver innovative software and automation solutions tailored to evolving business needs. Our smart technologies boost efficiency, improve connectivity and keep industries future-ready.

TicketSpot

TicketSpot is a unified ticketing platform that automates task handling, service tracking, and billing approvals. It streamlines the entire workflow from ticket creation and assignment to progress tracking and closure improving visibility, productivity, and operational control. With real-time analytics, TicketSpot helps teams eliminate bottlenecks and enables management to make informed, data-driven decisions.

Key Features and Activities

Automated Ticketing:
Auto-create, assign, and track tickets end-to-end.

Unified Workflow:
Integrates ticketing, task management, and billing approvals.

Real-Time Tracking:
Live updates on status, ownership, and resolution timelines.

Billing Integration:
Simplifies billing validation and approval processes.

Analytics & Reports:
Insights into performance, turnaround time, and workload.

Role-Based Access:
Secure, scalable access for teams, roles, and departments.

Case Studies

Overview:

A growing enterprise managing multiple teams and client projects struggled with fragmented tools, manual coordination, and delayed communication. The client needed a unified system to manage tickets, tasks, approvals, and project timelines.

Business Challenges:

No centralized tool for tickets and project tasks



Inefficient communication across teams



Difficulty tracking progress, approvals and billing



No consolidated analytics or performance visibility



Heavy manual work in updating tasks and tickets



Solution:

Ticket Spot was developed as an all-in-one platform for ticketing. It automates ticket creation, assigns tasks, tracks progress, and manages billing approvals. The system provides real-time visibility, workflow automation, and collaboration tools for smoother operations.

Key Features:

Ticket Creation

1

Task Assignment & Tracking

2

Workflow & Approval Management

3

Real-Time Status Dashboards

4

Performance Analytics & Reports

5

Billing Integration for Cost Tracking

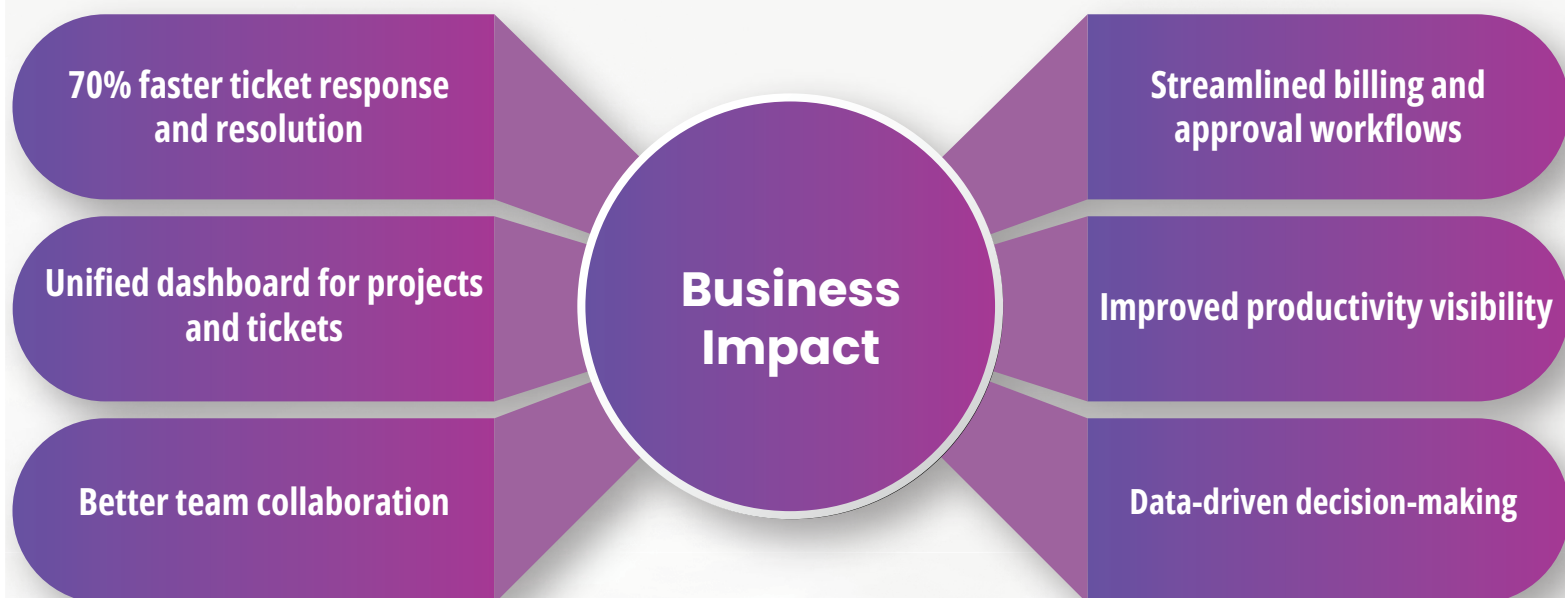
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Collaboration Tools (comments, file sharing)

7

Implementation Approach:

- Requirement workshops.
- Modular design.
- Development & integration.
- Testing with live data.
- Deployment & user training.



Conclusion:

Ticket Spot centralized and automated the client's ticketing and project management processes, enabling faster resolutions, better coordination, and higher operational efficiency.

Benefits

- Improves coordination between service, project, and finance teams.
- Reduces manual effort through automation of repetitive processes.
- Enhances visibility with real-time performance dashboards.
- Ensures faster ticket resolution and accurate billing approvals.
- Provides actionable insights for optimizing operational efficiency.

Scan for Location

Sapthagiri, #12, 60 Feet Road
NHBC Layout, Prashanth Nagar,
Bangalore - 560 079
Land Mark: Opp Karnataka Bank,
Prashanth Nagar.

