



Power of Agility for Every Business Process

Enterprise Service Management

SapphireIMS Enterprise Service Management

Achieve 50% cost reduction by automating your businesses processes

Agility is essential to your core business. It is equally critical for the other business processes and functions too. Today's modern business and work environment needs all functions to collaborate and work efficiently. Each function working at different efficiency levels and costs will slow down the entire organization. ERPs can be leveraged, but they are rigid to adapt and implementation costs are prohibitive.

SapphireIMS Enterprise Service Management (ESM) solution digitizes and automates the work processes that can double your efficiencies and cut cost by over 50% making your business agile. Our solution breaks the silos and reaches to all your functions (core and non-core), brings every process on same platform and same data model to deliver integrated process and insights.

One Solution. Many Benefits



One solution for every service, asset and process



Affordable & scalable across your offices globally



Flexible and configurable platform



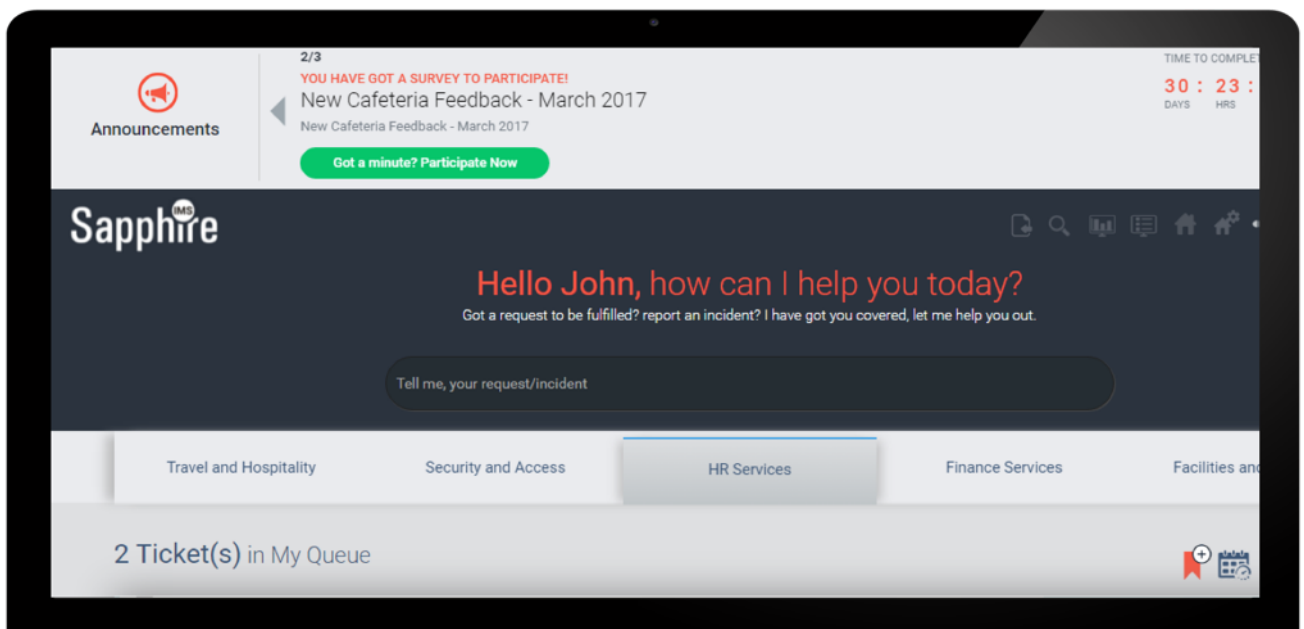
No more silos. Integrates with all core business apps



Context aware and automation enabled to recommend appropriate action



Omni-channel access for easy adoption and experience



Enterprise Service Management Modules

HR Service Management

Human Resource teams work best when they focus on employee engagement, retention and making the employees more productive at work. However, majority of their bandwidth goes into managing routine requests. SapphireIMS helps you to automate all the mundane requests and helps your HR teams to focus on strategic aspects.

Module Features:

- Employee profile
- Service requests
- Letter requests
- Policies and clarifications
- No-due clearance

Cross Functional Process

SapphireIMS extends its features to any function enabling a collaborative and consistent performance of the organization. The cross-functional module enhances the employee experience by delivering a unified service across departments.

Module Features:

- Employee onboarding
- Employee off boarding
- Employee movement
- Vendor onboarding
- Event management requests

Facility and Operations

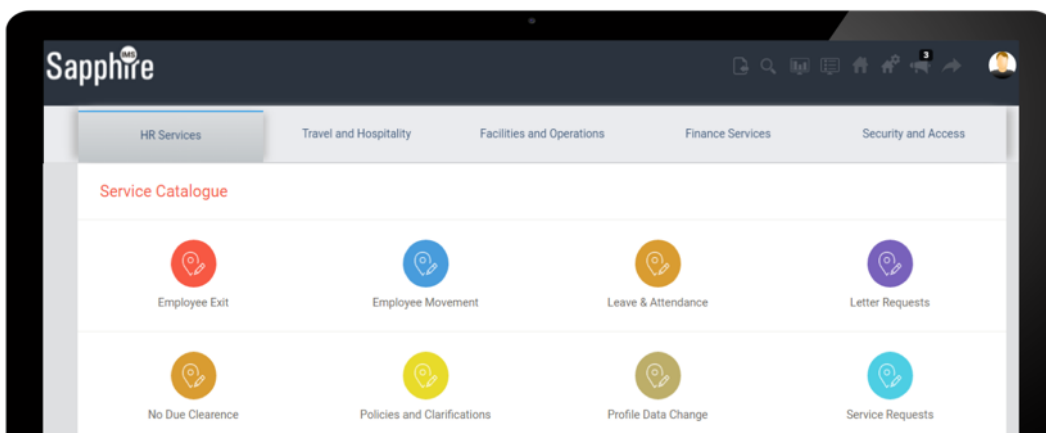
SapphireIMS helps your facilities team to efficiently address all the service requests and improve the employee experience and productivity.

Module Features:

- Maintenance operations
- Preventive maintenance scheduler
- Vendor operations management
- Office stationary requests
- Workplace allocation
- Energy consumption tracker

68%

Reduction in manual processes and bandwidth



Financial Services Management

SapphireMS Financial Service Management module simplifies and streamlines the advances, loans and importantly the claims and reimbursement processes. Our solution helps in maximizing self-service and reducing the turn around times, thus improving the employee experience.

Module Features:

- Claims and reimbursements
- Advances and loans
- PF / VPF queries
- Tax related queries

Security and Access Service Management

Free up your security and facilities team bandwidth for the core work than responding to the routine service requests.

Module Features:

- Access control
- Gate pass
- Employee ID card management
- Vehicle pass

Travel and Hospitality Service Management

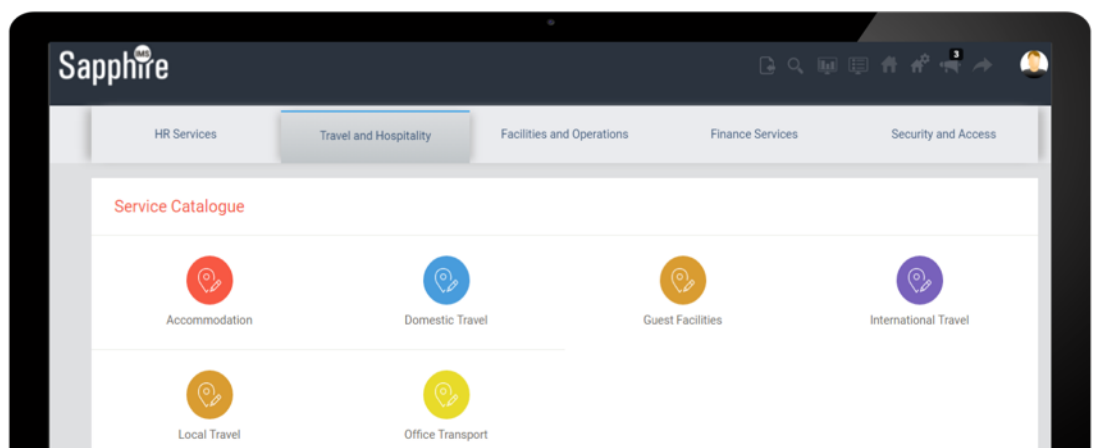
Cut through the manual process of sending requests, approval, booking, change request and again the cycle of approvals. Free up your travel team's time by simplifying and automating the entire travel and hospitality processes.

Module Features:

- Travel management
- Accommodation management
- Transport requests

35%

Improvement in service delivery across organization



About SapphireIMS

SapphireIMS is an ITIL 2011 certified enterprise grade service management system that makes your business agile. We do it through a modular and easy to implement suite of products, such as ITIL Service Desk, Enterprise Asset Management, Enterprise Service Management, Business Service Monitoring and Service Lifecycle Management. Our Healthcare Service Management solution is specifically designed for the needs of the healthcare industry.

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Making Businesses Agile