

Case Study: Email/Ticket Swivel Seat (Government Agency)

The Challenge:

Creating tickets from emails is time-consuming and repetitive. The client needed a simplified solution to handle workload while integrating two legacy systems.

Solution:

Novatio Solutions created an automated tool that pulls email information from Microsoft Exchange into ITSM Remedy for a more efficient ticketing process.

Results:

Our digital workforce removed human interaction during the process until absolutely necessary. The result is increased productivity and reduced in creating email-based tickets.

