T-QUADRO
TICKET MANAGEMENT

INTRODUCTION AND TECHNOLOGICAL ENVIRONMENT

"T-Quadro – Ticket Management" **is a ticket and asset management system** developed and enhanced based on feedback received from key customers in the public, private and health sectors.

It has been constantly and progressively adapted to introduce upgrades and functional improvements such **as the adoption of ITIL guidelines for full compliance of the Incident, Problem, Change and Configuration Management processes**.

The solution is as a **WEB-based system** using state-of-the-art manufacturing technologies.

The user interface has been designed to be **responsive** to the countless possible combinations of devices and video resolutions.

Use of state-of-the-art technologies and reference standards ensures full compliance with the **General Data Protection Regulation** (**GDPR**). Indeed, the confidentiality, integrity, availability and continuous resilience of the system and processing service are guaranteed. The system also guarantees recovery, availability and access to personal data in a timely way in the event of a financial or technical incident.

TICKET MANAGEMENT

"T-Quadro – Ticket Management" uses a proprietary authentication system, with the option of **2-Factor authentication**, and is interfaceable with external systems to create single sign-on mechanisms.

FIGURE 1 - *List of tickets in progress*

The ticket list allows access to the various functions. Depending on the configuration and profile assigned, users will be able to view only their own ticket or all the tickets within a given perimeter and **share them with other users** who have been assigned the same perimeter (subdivision by location, by company).

T-Quadro offers users **multichannel support** by allowing them to create tickets manually or by email. **Tickets can be automatically assigned** based on the expertise of the technicians or groups to enable effective and timely problem-solving, preventing the recurrence of unexpected events. **The timely solution of problems is guaranteed, defining response and resolution SLAs** with established escalation procedures.

T-Quadro has a **simple and intuitive interface** and, bearing this concept in mind, a new ticket is opened with a **three-step wizard** that is easy to use and minimizes the possibility of error.

SLA MANAGEMENT

Any changes made can be verified throughout the life cycle of the ticket, with the indication of the date and time, the department concerned, the assigned operator and any additional remarks.

Full traceability of the activities carried out is guaranteed, including those carried out by third party suppliers.

All the functions associated with the ticket have a summary box with the main information, also including **the calculation of the SLA**.

"T-Quadro – Ticket Management" offers the possibility of accurately configuring different SLAs and penalties based on the Customer's agreements with its suppliers.
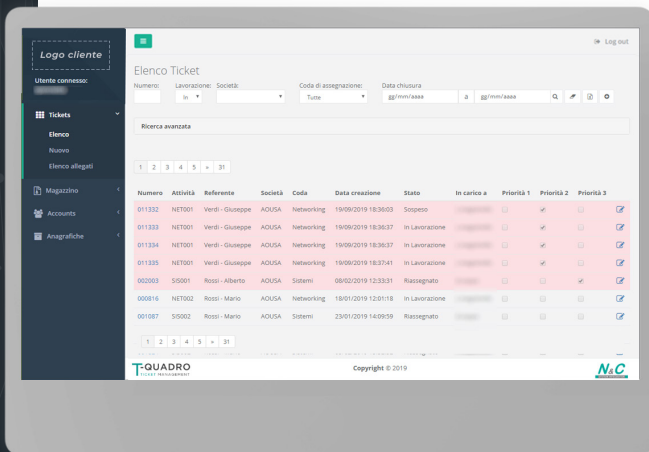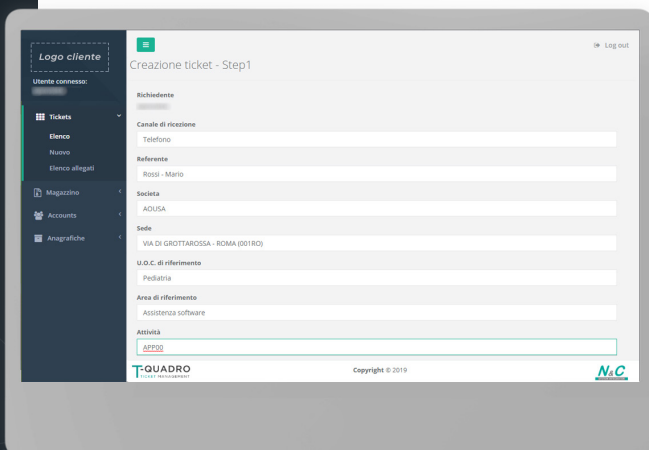

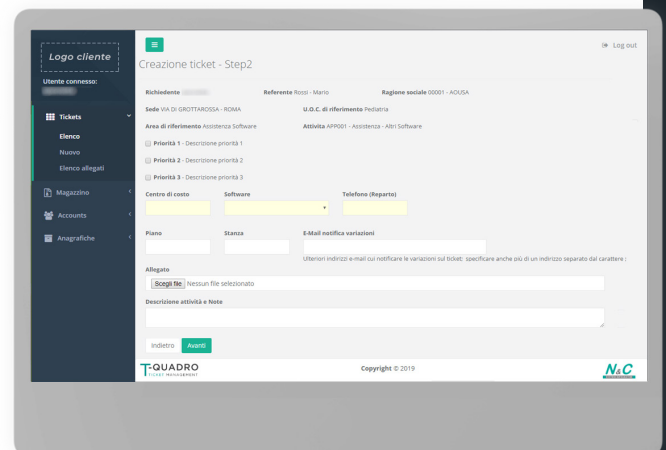**FIGURE 2** - *Creating a new ticket - Step 1*

FIGURE 3 - *Creating a new ticket - Step 2*

CUSTOMER SATISFACTION MANAGEMENT

All tracked changes are **notified** to the contact persons/generators of the ticket **by email** to keep them up to date (notifications are also available by SMS). Viewing the details of a closed ticket, the user can express an opinion on their satisfaction and add comments to motivate their feedback.

The **feedback collected** can be managed and exported using the relative control panel. This means that any latent needs of users can be identified and **any necessary corrective and awareness-raising actions can be undertaken**.

ASSET MANAGEMENT AND ASSET REPOSITORY

"T-Quadro – Ticket Management" provides **an Asset Management module** for the management of assets throughout their entire life cycle to prevent their loss, deterioration or loss in value.

IT assets can be identified, **standardized and recovered** to avoid economic risks arising from incorrect management of hardware and software (risks that include non-compliance of licenses, purchase of unnecessary software, hardware failures and downtime, security threats and data theft or loss).

The asset repository enables monitoring of the assets with important information such as identification data, life cycle status, inventory availability and warranty status. For each product it is also possible to define a stock level below which, to **ensure business continuity**, the system will automatically send an alert.

DASHBOARD AND REPORT MANAGEMENT

The dashboard provides a graph of **the main**

indicators to enable rapid and effective performance review.

From the high-level report it is possible to obtain more in-depth information about a given indicator, such as:

- **STATUS OF THE TICKETS WITH DETAILS OF TICKETS OPENED VS. TICKETS CLOSED**
- **CLOSURE TIMES OF THE TICKETS INDICATING ANY NON-COMPLIANCES WITH THE SLA**
- **STATISTICS ON THE NUMBER AND TYPE OF THE TICKETS**
- **STATISTICS ON THE DISTRIBUTION IN PERCENTAGE BY TYPE**
- **STATISTICS ON THE ASSIGNED PERSONNEL'S RESPONSE TIMES**
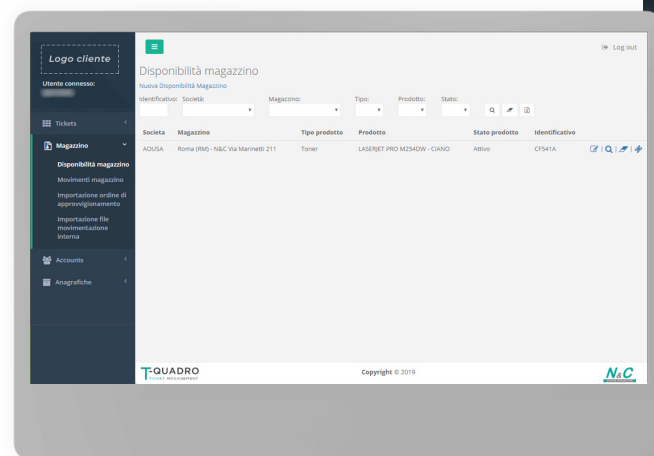- **CONTROL OF AVERAGE CONSUMPTION OF CONSUMABLES**

FIGURE 4 - *Inventory availability example*

INTEGRATION WITH EXTERNAL SYSTEMS

"T-Quadro – Ticket Management" can be **integrated with third-party systems** installed at the Customer's premises.

For example, it can interface with monitoring systems that scan the network using **SNMP** to identify and make an inventory of the devices present. This type of integration also enables automatic opening of tickets.