Transforming industries with

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AppCreator

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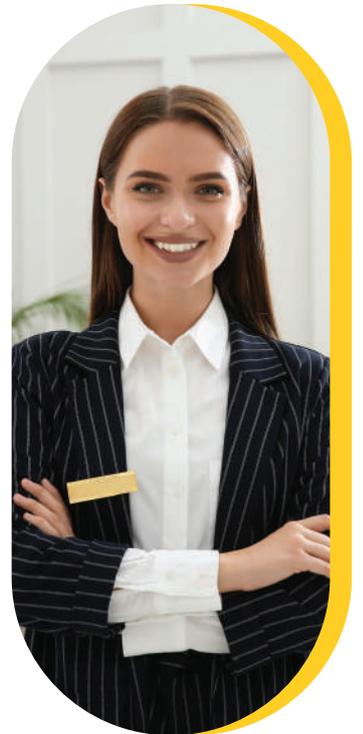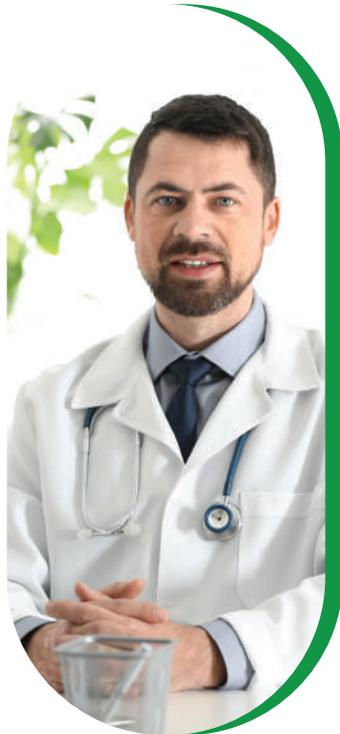
Use case: Approval process for credit note requests

⛔ Problem:

A healthcare company based in the UAE faced problems with processing credit note requests. Manually processing credit note requests based on their invoice values was demanding, unsustainable, and cumbersome.

💡 Solution:

ManageEngine AppCreator was leveraged to completely automate the approval process for credit note requests. The company developed an AppCreator application that can automatically classify credit notes based on presets such as invoice value. Then, it is instantly routed to the pertinent approvers. A feature-rich dashboard developed on the platform provides a granular overview of all credit note requests and provides KPIs for stakeholders, allowing them to instantly identify potential bottlenecks and address them. The solution facilitated quicker credit note processing, which greatly reduced wait times for patients.

Industry: Banking

Use case: B2B deal management

Problem:

A leading Indian bank's deal management processes were impacted because of delayed approvals, missed deadlines, and inefficient document management.

Solution:

ManageEngine AppCreator was used to build a comprehensive deal management application. It contains modules for:

👉 **Multi-level approvals:** The deal is routed through the deal team, board, internal approval committee, and investment committee.

👉 **Document management:** This module performs end-to-end document management, from initial deal drafts to final transaction execution.

👉 **Compliance checks:** This module facilitates compliance with legal, tax, and financial regulations through rigorous checks and third-party validations.

👉 **Third-party vendor engagement:** Third-party vendors who carry out certain operations for the bank, such as background checks, are engaged after their contracts are thoroughly reviewed and approved.

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Use case: Security query resolution

⚠ Problem:

A leading cybersecurity and defense company faced hurdles in efficiently managing and resolving security-related queries from different government entities. Manually gathering information for replying to a query involved the painstaking effort of gathering information by consulting different departments, which took a lot of time. The lack of a centralized interface to monitor queries throughout their life cycle made query tracking a difficult effort.

💡 Solution:

A security query processing system built on ManageEngine AppCreator streamlined the process of query resolution. The system empowers query resolution specialists to route the queries to different departments and stakeholders automatically. It simplifies the process of query resolution and tracks the status of each query in real time, improving accountability and transparency. An integrated dashboard enables key stakeholders to have a bird's-eye view of all queries.

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Use case: Fleet management solution

Problem:

An IT services company found it tough to manage its fleet's vehicle information manually. Lack of real-time monitoring meant that crucial operational information was lost and vehicle statuses were not instantly retrievable.

Solution:

The company's fleet was modernized by implementing a real-time fleet monitoring solution using ManageEngine AppCreator. Information about vehicle approvals, vehicle statuses, driver availability, and maintenance cycles was made instantly available to stakeholders through interactive dashboards with embedded KPI widgets.

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Use case: Approval request automation

⛔ Problem:

A leading mining company faced challenges with its manual request and approval processes, leading to bottlenecks, miscommunication, and chaos within its teams.

💡 Solution:

The mining company's entire request management workflow has been automated using ManageEngine AppCreator. Using this solution, stakeholders can easily get their requests and approvals processed with minimal turnaround times. A real-time dashboard enables administrators to granularly oversee all the requests, aiding in effective decision-making and improved productivity. This enhanced transparency eliminates the need for repeated follow-ups.

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Use case: Mall maintenance solution

⛔ Problem:

It was hard for a leading mall in Dubai to manually track shop rent advances and rental payments for its tenants. Administrative tasks, such as sending payment reminders, managing rental agreements, and troubleshooting maintenance issues manually, were cumbersome and inefficient.

💡 Solution:

ManageEngine AppCreator was leveraged to create a completely digitized and fully automated tenant management solution. This solution automates rent payment processes and keeps tenants consistently informed about their financial obligations. Monthly invoices are automatically generated based on each tenant's specifics and are digitally and instantly delivered, hastening the payment timeline. Tenants can also raise maintenance issue resolution requests through the application, and these requests can be tracked from inception to resolution. The dashboard developed on the platform facilitates a centralized view for stakeholders with insightful reports, enabling swift decision-making and fostering amicable mall-tenant relationships.

Use case: Cataloging books, articles, and journals

⬡ Problem:

An IT services company found it difficult to manually catalog books, articles, and journals efficiently.

💡 Solution:

A dynamic field generator was engineered on ManageEngine AppCreator to catalog content assets based on varying parameters. The system allows for managing different content assets, such as books, articles, and journals, by providing customized field generation for each type. Each asset's entry can be granularly modified, with the ability to toggle fields such as author, genre, and publication date. Also, a content repository was created using AppCreator, facilitating easy retrieval of content assets and seamless information management. A searchable dashboard allows users to easily find what they are looking for.

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Use case: Employee task management

Problem:

In a leading energy company, manual tracking and reporting of team activities and tasks and inconsistent documentation caused delays.

Solution:

An application for managing employee tasks was developed on ManageEngine AppCreator. It manages the activities of teams who work on a rotational basis. Each team member records their tasks based on date, time, and location. Color-coded reports assist in making the job easier for supervisors. Custom reports—whose parameters can be configured dynamically by users—allow stakeholders to view where manpower is being utilized and how.

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Use case: Project management

Problem:

Efficient end-to-end management of projects was difficult using spreadsheets.

Solution:

The company used ManageEngine AppCreator to develop a project management application that includes modules to capture project details and track their completion status. It also has a module that assists in the recording of meeting notes and key discussion points, which guide further actions with sales and development teams. The application provides an overview of the year's activities, categorizing them by discipline, department, and issue. Each department's task owner is made responsible for updating the project's completion status, which is reflected as a percentage in the application's dashboard, updated daily.

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Industry: Energy, oil, and gas

Use case: Hospitality management

⛔ **Problem:**

Efficient hospitality management for the organization's stakeholders was difficult with spreadsheets and manual bookkeeping.

💡 **Solution:**

An end-to-end hospitality management application was engineered on ManageEngine AppCreator. It manages room reservations and meal allocations for employees working on a rotational shift basis, based on the project allocation of the employees. In times of emergencies, rooms can be assigned to lifeboat groups that take part in rescue operations, and temporary quarters for rescue personnel can be arranged if needed. The meal management module of the application is based on employee work schedules, with meals provided according to check-in and check-out times. It also has reporting features that track occupancy rates and meal consumption, offering insights into the hospitality demands of employees.

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Use case: Timesheet and leave request management

Problem:

In an aviation company, manual tracking of employee work hours and leave management caused delays and impacted productivity.

Solution:

The company leveraged ManageEngine AppCreator to develop two applications for its needs.

👉 **Timesheet management application:** The timesheet app facilitates employee clock in and clock out, daily and weekly time tracking, and overtime and break management in accordance with labor regulations. The application has a module for supervisors to monitor and manage employee work hours.

👉 **Leave request management application:** This app manages all leave requests based on type and automatically routes approvals to supervisors.

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Use case: Material management and invoicing

⛔ Problem:

The company experienced inefficient manual inventory and warehouse management.

💡 Solution:

The company developed a vendor inventory management solution on ManageEngine AppCreator. This provided end-to-end management of the company's inventory needs and business process automation. The application ensures persistent inventory availability, minimizes wastage, and enhances productivity by providing complete visibility and custom reporting. The solution can be used in various domains, such as sub-assembly areas and maintenance support. Additionally, it facilitates the inspection, storage, and protection of materials stored in insured warehouses.

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Use case: Employee asset gate pass management application

Problem:

A business process management company found user asset management with its existing solution to be cumbersome and faced difficulties in managing employee assets.

Solution:

ManageEngine AppCreator was leveraged to create a gate pass management application with modules for user management, approval management, and reporting.

Approval management module:
This module allows administrators to view, approve, or reject requests through a report. Automated email notifications keep all the stakeholders informed about the status of requests. Post approval, gate passes are automatically generated, and request statuses are updated accordingly.

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User management module:
This module allows administrators to manage approvers and employees and generates separate reports for admins, approvers, and employees. It supports sending email notifications to users when they're added to the system, and they can log in using the customer portal feature and create various asset-related requests.

Reporting module:
The reporting module offers a detailed asset movement history report, with employees having access to requests they raise and administrators having access to all requests. The asset movement status is synchronized with an asset explorer system built on AppCreator.

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