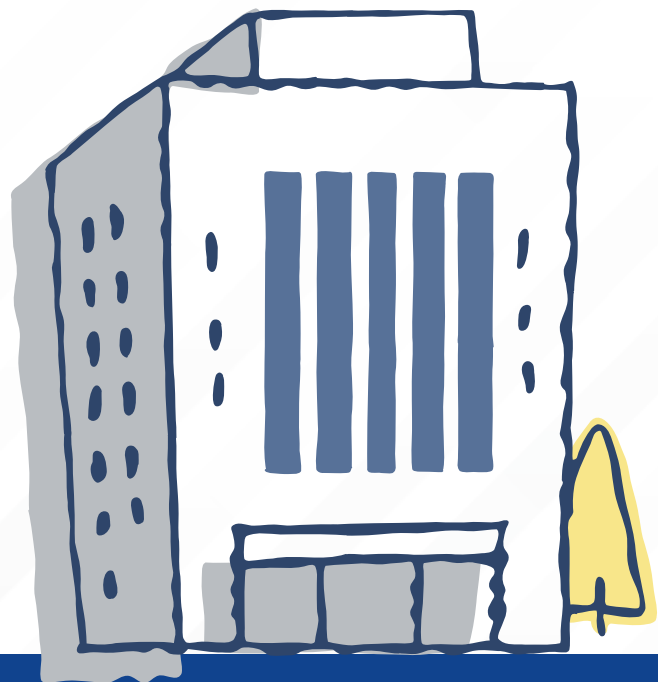ManageEngine | auto & general

Auto & General SEA automates recurring tasks and reduces workload for its IT team with **ServiceDesk Plus**

About

Auto & General Southeast Asia (SEA) is a growing digital startup in the insurance sector in Southeast Asia. The company was founded in 2015, and in less than two years, it had established two new businesses in the region: Budget Direct Insurance in Singapore, a digital insurance company for car insurance, motorcycle insurance, and travel insurance; and Easy Compare in Thailand, a leading car insurance price comparison website and non-life insurance broker serving Thailand's motorists. The company uses ManageEngine ServiceDesk Plus, along with the full suite of features including asset management, service delivery management, and purchase management, to manage its IT service management needs.

Initial challenge

Auto & General SEA started using ManageEngine ServiceDesk Plus to manage its day-to-day service desk issues and to consolidate data for preparing ITSM reports. Initially, the company faced some challenges in customizing ServiceDesk Plus to suit its environment and usage, such as SLA categorization, different types of service requests (incident requests, service requests, etc.), and customizing report fields and descriptions. However, with the help of ManageEngine's support team, the company was able to customize the solution according to its needs.

How ServiceDesk Plus enabled seamless workflow

ManageEngine ServiceDesk Plus has helped Auto & General SEA to manage its service desk more efficiently and effectively. The system provides a user-friendly interface that enables the IT team to manage tickets and requests seamlessly. The system also allows the team to automate certain tasks, such as ticket assignment and escalation, which has reduced the workload significantly.

Auto & General SEA uses ServiceDesk Plus to produce regular reports for its management team. The system provides a range of pre-built reports, and the company can also create customized reports to meet its specific reporting needs. The reports provide insights into the performance of the IT team, the number of tickets resolved, the average resolution time, and other metrics that help the company make informed decisions.

The company has benefited from the user-friendly interface and customizable features found in ServiceDesk Plus. The ability to integrate the solution with other ManageEngine products for asset management, service delivery management, and purchase management has also helped the company to manage its IT service management needs in a more integrated manner.

Conclusion

Auto & General SEA has greatly benefited from using ManageEngine ServiceDesk Plus and the full suite of add-ons for managing its IT service management needs. The solution has helped the company's service desk management become efficient and effective, while providing insights into the IT team's performance. The company reports great satisfaction with the solution based on its features, pricing, and user-friendliness.

About ServiceDesk Plus

ServiceDesk Plus is the unified service management platform from ManageEngine, the enterprise IT management division of Zoho Corporation. Built on industry-recommended ITSM best practices, ServiceDesk Plus comes packed with contextual IT and business integrations that help service desk teams better align with their organization's business objectives. With native enterprise service management capabilities and unrestricted extensibility offered through low-code scripting, ServiceDesk Plus helps organizations design, deliver and support their business and IT services. It comes in three editions and is available in 37 different languages. To learn more about ServiceDesk Plus and its features, please visit manageengine.com/service-desk.

About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises—including 9 of every 10 Fortune 100 organizations—rely on ManageEngine's real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has offices worldwide, including the United States, the United Arab Emirates, the Netherlands, India, Colombia, Mexico, Brazil, Singapore, Japan, China and Australia, as well as 200+ global partners to help organizations tightly align their business and IT. For more information, please visit the company site, follow the company blog and get connected on LinkedIn, Facebook, Instagram and Twitter.

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