Ticket Synchronisation

Making the service management process more streamlined than stifled

AT A GLANCE

Reduce maintenance and processing time, increase efficiency and customer satisfaction.

Fusion5's Ticket Synchronisation solution will reduce your service management maintenance and processing time, while improving your operational efficiency and customer satisfaction.

How? We take service management systems and get them talking to one another. The time-consuming, ongoing maintenance normally required when you're working with disparate systems between organisations is eliminated.

Ticket synchronisation automates your service management process. By taking the data from one system and seamlessly feeding it into another, you save the hours of work usually needed to re-enter information. This automates the process of ticket management, increasing data accuracy, improving communication and saving you money.

The outcome? Less opportunity for error, more transparency, easier collaboration, faster processing time, and best of all, happier customers.

Ticket synchronisation is completely system agnostic and fast to install. We'll have your service management system singing

THE PERKS

- Increase customer satisfasction
- Reduce double entry
- Standardised build process
- Rapid installation
- Multiple service systems, one set of information
- Reduce data duplication

LEADING TO...

- Streamlined communications
- Processing efficiency elimination errors
- Better informed customers
- Reduced risk
- Increased staff productivity & value

KEY BENEFITS

Completely System Agnostic

Ticket synchronisation keeps things simple. Unlike other integration solutions, we can have your system communicating with any other service management system. So, if your customer changes systems, the transition is seamless.

Bring Your Customers Closer

Improve the customer experience. Less manual data entry, more accuracy, and heightened levels of efficiency means your customers are helped more quickly.

Hosted in the AWS Cloud

Ticket synchronisation is hosted in the Amazon Web Services cloud. You'll reap the benefits of performance scalability and reliability as expected from a world-class provider.

Rapid Installation

Get set up, quick. With rapid installation and deployment, Ticket Synchronisation can have your systems speaking to one another sooner. Iterative improvements can be made at a lightning pace.
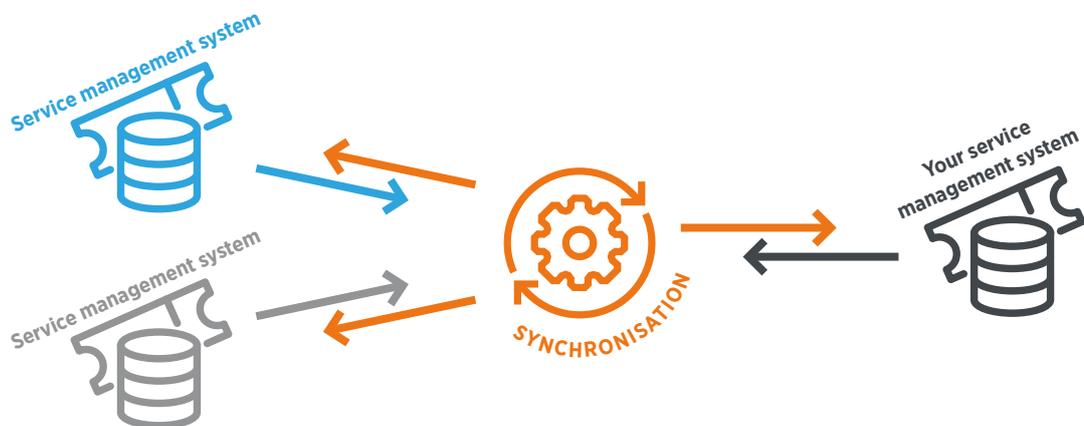
Our story

About Fusion5

We deliver business solutions that make a difference

Fusion5 offers a full range of digital innovation solutions, applications, consulting services, development, cloud and managed services as well as first class support services for your business. Our expertise covers all your key functional areas, including Enterprise Resource Planning, HR / Payroll, Customer Experience, Customer Relationship Management, Service Management, and Infrastructure.

We are also known for the vertical specific solutions we've developed across a number of key industries.

Our strategy and implementation teams work with you to improve the way you do business. Use our thought leadership and best practice consultancy to drive your company value. Feel the confidence that comes from having the backup of our highly skilled support services. And we're rightly proud of our track record of delivering projects on time and to budget.

Right now, over 750 customers are using our services. Our success is recognised by our key partners including Oracle / NetSuite, Microsoft, Aptean, Ivanti, and AWS.