

Avadev

Product description

Amadev presents a bespoke service management platform meticulously crafted to align seamlessly with your business operations. Unlike generic solutions, our platform is meticulously tailored to address the distinct requirements of your enterprise.

Traditionally, businesses are compelled to conform their operations to standardized service management platforms, often compromising efficiency and flexibility. However, with Amadev, we take a different approach. We design and develop a fully customized service management platform precisely tailored to your unique needs, ensuring optimal performance and adaptability.

Our tailored experience extends beyond mere selection and adjustment of features. We offer comprehensive customization options, enabling you to create, modify, and enhance features as your business evolves. What's more, the addition or modification of features is seamlessly integrated into our subscription model, ensuring that you receive ongoing support and innovation without any additional costs.

Furthermore, our platform is designed for ease of use, requiring no specialized personnel to operate, or input information. We understand the importance of a smooth transition, which is why training for existing personnel is included in the subscription fee.

With Amadev, you have the power to shape your platform to perfectly suit the dynamic demands of your business environment.

Experience the difference with Amadev – where innovation meets precision, delivering a service management solution that truly reflects the essence of your business.

SMP Advantages

Cost reduction

Implementing streamlined processes and optimizing resource allocation, our SMP will achieve significant cost reductions. Through targeted efficiency improvements and smart utilization of technology, expenses are minimized without compromising service quality. Experience enhanced financial performance while maintaining operational excellence with our cost-effective solution.

Standardization

Standardization ensures consistency and reliability across operations. By establishing uniform procedures and protocols, we enhance efficiency and simplify workflow management. Experience seamless integration and enhanced performance with our standardized approach.

Visualization

Intuitive visualization tools, that provide clear insights into operational data. With interactive dashboards and dynamic reporting features, users can easily analyse trends and make informed decisions. Enhance efficiency and transparency in your service management with our visualizations.

Asset management

Robust asset management capabilities, that enable efficient tracking and optimization of resources. With comprehensive inventory management and lifecycle tracking features, users can effectively manage assets from procurement to retirement. Streamline operations and maximize asset utilization with our integrated solution.

Enhanced productivity

Elevate productivity by offering seamless task management and collaboration tools. With automated workflows and real-time communication features, teams can streamline processes and achieve more in less time. Experience heightened efficiency and accelerated results with our productivity-enhancing solutions.

Enhanced efficiency

Boost productivity with intuitive interface and streamlined workflows. Our solution empowers teams to efficiently manage tasks, communicate effectively, and collaborate seamlessly. Experience heightened efficiency and accelerated performance with our productivity-focused platform.

Enhanced accountability

Foster accountability, by implementing transparent tracking and reporting features. By assigning tasks, setting deadlines, and monitoring progress in real-time, users can ensure accountability at every stage of operations. Drive results and empower teams to take ownership with our accountability-focused solution.

Improved service quality

Elevate service quality by monitoring comprehensive feedback mechanisms. By analysing customer satisfaction metrics and performance data, businesses can identify areas for improvement and implement targeted solutions. Deliver exceptional service experiences and exceed customer expectations with our quality-focused platform.

Automation

Experience seamless operations with advanced automation capabilities. By automating routine tasks, notifications, and workflows, your business can streamline processes and save valuable time. Achieve efficiency and scalability with our automation-driven solution.

Dynamic scheduling

Optimize resource allocation with dynamic scheduling features. By intelligently assigning tasks based on real-time availability and skill sets, businesses can maximize efficiency and meet fluctuating demands. Experience enhanced agility and responsiveness with our dynamic scheduling solution.

Improved employee assessment

Enhance employee with comprehensive evaluation tools. By tracking performance metrics, providing feedback loops, and facilitating skill development, businesses can ensure continuous improvement among your workforce. Experience enhanced talent management and optimized team performance with our employee assessment solution.

Automatic employee clock in system

Simplify attendance tracking with automatic employee clock-in system. By seamlessly recording entry and exit times, businesses can accurately monitor employee attendance and streamline payroll processes. Experience enhanced efficiency and accuracy in workforce management with our automated clock-in solution.

Mobile application

Access your service management platform anytime, anywhere with our mobile application. Stay connected with real-time updates, task management, and communication tools on the go. Experience enhanced flexibility and productivity with our mobile solution.

Features of an SMP.

Our service management system encompasses a wide range of possible features aimed at efficiently managing and delivering services. Here are some key features commonly found in the platforms that we construct:

Incident Management: Tracking and resolving incidents reported by users or detected through system monitoring to minimize service disruptions.

Service Request Management: Handling user requests for services, such as equipment provisioning, software installation, or access permissions.

Change Management Managing changes to IT infrastructure, software, or processes to ensure they are implemented smoothly and minimize negative impacts on services.

Problem Management: Identifying and addressing the root causes of recurring incidents to prevent them from happening again in the future.

Asset Management: Tracking and managing physical and digital assets, including hardware, software licenses, and documentation, to optimize resource utilization and ensure compliance.

Configuration Management: Maintaining an up-to-date configuration database documenting the relationships and dependencies between IT components to support effective change and incident management.

Service Level Management: Monitoring and managing service levels agreed upon with customers through service level agreements (SLAs) to ensure service quality meets expectations.

Knowledge Management: Capturing, organizing, and sharing knowledge and best practices to facilitate problem-solving and improve service delivery efficiency.

Service Catalogue Management: Maintaining a catalogue of available services, along with their descriptions, service levels, and associated costs, to facilitate service request fulfilment and decision-making.

Reporting and Analytics: Generating reports and analysing data related to service performance, incidents, changes, and other key metrics to identify trends, areas for improvement, and opportunities for optimization.

Integration Capabilities: Integrating with other IT systems, such as monitoring tools, ticketing systems, and customer relationship management (CRM) platforms, to streamline processes and data exchange.

Automation: Implementing automation workflows for routine tasks, such as incident triaging, provisioning, and patching, to increase efficiency and reduce manual effort.

Self-Service Portals: Providing self-service capabilities for users to request services, report incidents, and access knowledge resources without requiring direct assistance from support staff.

Avadev's platform is not limited by the features above and the creation of new features are as limited as our imaginations. These features collectively contribute to the effective management and delivery of services, helping our clients meet and organize their business objectives and satisfy their needs.

Rates, Rates, and Contracts

Avadev offers various options for payment for our product. Avadev offers a monthly subscription fee. This subscription fee includes the development of the service management platform, the hosting of the platform and any changes or additions that you may require in the future.

Avadev does not require an upfront payment like most businesses do for the initial development for the platform, the development is completed before the first monthly payment is required.

We offer a 2-month contract where if the platform is not what you desired or required, no further commitment is required. However, as we believe that you will be happy with the SPM that we have developed, the contract is extended by 10 months for a 1-year contract.

Avadev tailors its contracts to accommodate the following considerations:

1. The scale of the platform to be developed.
2. The projected timeline for completion.
3. The extent of custom features required.
4. The anticipated user base.

Each contract is meticulously crafted to address the specific needs of our clients, taking into account these pivotal factors. They dictate the precise number of hours dedicated to crafting a bespoke platform tailored exclusively to your business requirements.

Avadev does offer a once off payment option for the development of a service management platform. These options can be undertaken with the prior agreement of a fee and the payment of 50% of the fee for the completed platform.

After the development of the platform the client will be responsible for the hosting of the platform and any service or additions to the platform. Avadev does offer an hourly fee for these clients where we will service and add features to the platform.

Contact us:

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