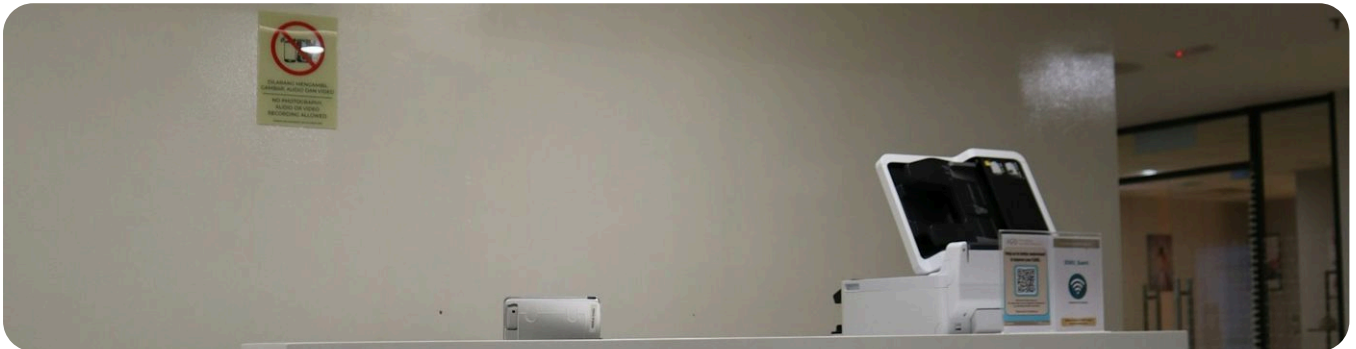


Healthcare

Singapore

A healthcare group moved support requests from calls and email into one helpdesk

A healthcare organization with hospitals across Southeast Asia turned support requests from every department into tracked tickets with a category, a priority, an owner and a status.



AT A GLANCE

INDUSTRY

Healthcare

REGION

Singapore, with facilities across Southeast Asia

SIZE

Multiple hospitals and facilities

PREVIOUSLY

Email, phone calls, manual follow-ups

FEATURES USED

Work

Insight

01 The client

The client is a large healthcare organization headquartered in Singapore, with hospitals and healthcare facilities across Southeast Asia.

Clinical teams, departments and administrative offices rely on support teams for facility, administrative and technical issues. When something goes wrong in a hospital, the request needs to reach the right team fast.

02 The challenge

Issues were reported by email and phone, and tracked by following up with other departments. Without a central record, nobody could say who owned a request or where it stood.

- Requests arrived by email and phone, with no single place to track them.
- Responses were delayed and some requests were missed.
- Ownership of each request was unclear.
- Requesters made repeated calls and emails to check progress.
- Managers had little visibility of service across facilities.

03 What they set up in Asset Infinity

The organization moved support requests into Asset Infinity's Work feature, with categories, priorities, assignment rules and escalation defined for each kind of request.

Work

One helpdesk for every facility

Departments and facilities raise requests in one system, from the web or mobile app, instead of by phone or email.

Work

Categories and priorities

Request categories and priorities were set up for the organization's different support needs, so urgent issues stand out.

Work

Assignment and escalation

Each request is assigned to the relevant support team, moves through defined statuses, and escalates with reminders when it waits too long.

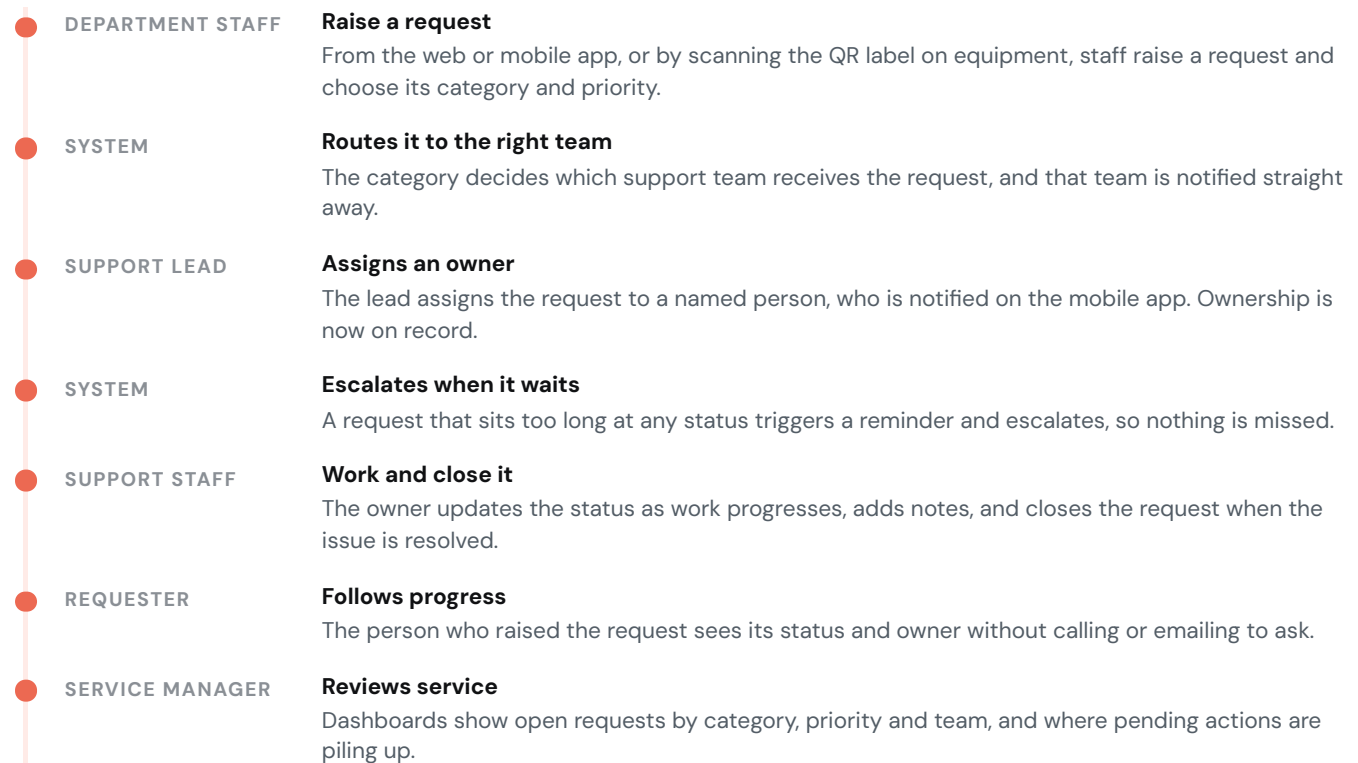
Insight

Service in view

Dashboards show open requests by status, priority and owner, and which actions are pending.

04 How it works day to day

Here is what happens now when a department needs support.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising a request	Email or phone call	One helpdesk for all departments
Ownership	Unclear	A named owner for every request
Tracking	No central ticket tracking	Every request a ticket with category and priority
Missed requests	A real risk	Escalation when a request waits too long
Checking progress	Repeated calls and emails	Status visible to the requester
Service visibility	Limited	Dashboards by status, priority and owner

06 How it rolled out

1

Channels and workflows reviewed.

The team reviewed support channels, request volumes, response delays and how departments worked.

2

Helpdesk configured. Categories, priorities, assignment, status, escalation and closure steps were set up for each type of request.

3

Teams trained and supported.

Support and departmental teams were trained, and workflows were refined after go-live.

07 The results

- All support requests consolidated in one helpdesk
- Faster identification, assignment and response
- Clear visibility of status, ownership, priority and pending actions
- Clear responsibility for every request
- Fewer calls and emails to chase progress
- Better coordination across clinical, administrative and technical support

08 Why it worked

Built around their requests

Categories and priorities match the organization's real support needs, so each request reaches the right team first time.

Ownership by default

Every request has a named owner and a status, which ended the question of who was handling it.

Escalation built in

Defined escalation means a waiting request comes back into view on its own.

09 Looking ahead

The healthcare organization moved from scattered support communication to one helpdesk across its hospitals and departments.

Every request is now a tracked ticket with an owner, a status and a defined path to closure. That has cut follow-ups, improved accountability and made support more efficient across clinical, administrative and technical teams.

See it on your own assets

A 30-minute demo, set up for a hospital or health system.

The client's name is withheld for confidentiality. Results are as reported by the client.

[Book a demo](#)

[Start a 14-day free trial](#)