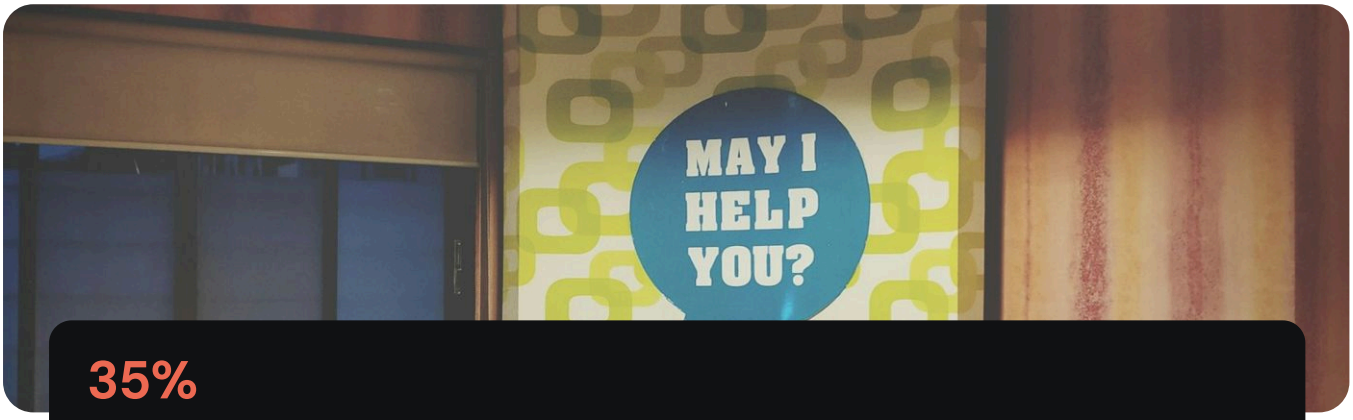
IT & ITES | India

An IT enterprise cut internal request resolution time by 35% with department routing

An IT enterprise sent employee requests for IT, facilities and admin help straight to the department that owns them, with an SLA on each category, so requests stopped waiting for someone to pick them up.



35%
reduction in issue resolution time

AT A GLANCE

INDUSTRY
IT & ITES

REGION
India

SIZE
Large enterprise, several offices

REQUESTS
IT, facilities, admin

FEATURES USED
Work | Insight

01 The client

The client is a large IT enterprise headquartered in Bengaluru, with many departments across several office locations and a central support operation serving them all.

Employees raise requests every day: a software install, an access change, a broken chair, a meeting room display that will not connect. Each belongs to a different department, and a request sent to the wrong one waits until someone notices.

02 The challenge

With no central helpdesk, requests were tracked in several places and assigned late. Support staff could not see what was open across departments, and employees chased updates themselves.

- Requests arrived through several channels and were tracked in none of them.
- Assignment waited until someone worked out which team owned the issue.
- Nobody could see open requests across departments.
- Escalation depended on employees chasing support staff.
- Slow resolution interrupted employees' daily work.

03 What they set up in Asset Infinity

The company ran internal support in Asset Infinity's Work feature, with request categories routed to the owning department and an SLA on each category.

Work

Requests from any channel

Employees raise requests from the web, the mobile app or by email, choosing a category such as IT, facilities or admin.

Work

Routing by department

Routing rules send each category to the department and team that owns it, and the assignee is notified straight away.

Work

SLAs with escalation

Every category carries an SLA. A request nearing its limit triggers reminders and then escalates to the team lead.

Insight

Queue health by department

Dashboards show open requests, SLA breaches and resolution time by department and office.

04 How it works day to day

Here is the path of an employee's request today.

EMPLOYEE

Raises the request

From the web portal, the mobile app or an email, the employee describes the issue and picks a category.

SYSTEM

Routes it

The category decides the owning department, and the request lands in that team's queue with its SLA clock running.

TEAM LEAD

Assigns an agent

The lead turns the request into a work order for the right person, who is notified on the mobile app.

SUPPORT AGENT

Works the request

The agent updates the status and messages the employee from the request, so questions and answers stay in one thread.

SYSTEM

Escalates before a breach

A request approaching its SLA limit sends reminders, then escalates to the team lead.

SUPPORT AGENT

Resolves and closes

The fix is recorded and the request closed, and the employee sees the outcome without asking.

SUPPORT MANAGER

Reviews the week

Reports show resolution time and SLA breaches by department, pointing to categories that need more staff or better routing.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Request tracking	Disorganized	One queue across departments
Assignment	Delayed	Routed by category to the owning team
Visibility	Limited	Status of every request on a dashboard
Follow-up	Repeated chasing	SLA reminders and escalation
Resolution time	Slow	Reduced by 35%

06 How it rolled out

1

Support practice reviewed. A review of how each department handled requests found where they were lost or left waiting.

2

Categories and routing set. Department-wise categories, routing rules and workflows were configured, internal systems connected, and legacy support records migrated.

3

Support and departments trained. Support staff and departmental teams had hands-on training, with regular reviews afterwards.

07 The results

- Every request visible across departments and support teams
- Issues assigned to the owning team as soon as they are raised
- Escalations handled by the system instead of by chasing
- Less repeated follow-up for support staff
- Higher staff productivity through faster, organized resolution

08 Why it worked

The right team first time
Routing by category removes the wait while someone works out who owns a problem.

Time limits everyone can see
SLAs and escalation make a slow request visible before the employee has to complain.

One thread per request
Updates and messages sit on the request, so nobody phones support to ask for status.

09 Looking ahead

By routing each internal request to the department that owns it and holding every category to an SLA, the company reduced issue resolution time by 35% across its support operations.

Resolution data by department and category now shows support leaders where to add people or adjust routing, and employees spend less time waiting.

See it on your own assets

A 30-minute demo, set up for an enterprise with an internal service desk.

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

Book a demo

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