COMPLETE
SERVICEDESK
To Run Your
SUPPORT

TNi SERVICEDESK

TNi ServiceDesk - We believe customer service is the cornerstone of a successful business. That's why we built TNi Servicedesk—not just as a tool, but as a platform to help you build lasting relationships.

By simplifying complexity and empowering your support team, we help you transform your business into a powerful engine for customer loyalty and sustainable growth

TNi TECHNOW
AI POWERED

Get In Touch

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Why TNi Servicedesk?

- ›» **Zero Upfront Costs**
- ›» **Seamless onboarding & expert support**
- ›» **Highly Secure, Cloud-Native Access**
- ›» **Highly configurable No-Code/Low-code Platform**

- ›» **Legacy data migration**
- ›» **End-to-end audit trail for total transparency**
- ›» **Seamless Integration Capabilities**
- ›» **Engineered for Scalability**

TNi Servicedesk centralizes all your customer support interactions. Manage the complete lifecycle of every support ticket—from creation and assignment to resolution and closure—in one centralized, intelligent platform. Our system ensures you have the real-time data needed to reduce response times, optimize support workflows, and maximize customer satisfaction with every interaction.

EVERY BUSINESS SIZE

Solutions for large, mid-sized and small, fast-growing businesses.

EVERY INDUSTRY

Industry-specific functionality spanning a broad range of businesses.

EVERY ROLE

Solution addressing the needs of the CEO, CFO, Controller and CIO.

TNi SUCCESS

Engineering Lifelong Customer Success.

Configurable
Workflow

Workflow steps:

1. Call Registration
2. Call Review
3. Call Qualification
4. Engineer Assign
5. Engineer Response
6. Call Completion
7. Call Closing

TNi Servicedesk configurable workflow empower you to design and modify processes that perfectly match how your organization works. Instead of being locked into a rigid, one-size-fits-all system, you can easily tailor the workflow to your specific needs, ensuring greater efficiency and adaptability across diverse laboratory environments.

Key Modules

Admin Module

Central control center for system administration and configuration. It provides administrators with the tools and functionalities necessary to manage user access, system settings, and overall system maintenance.

Engineer Performance

Provides in-depth analytics and performance tracking for field service engineers. It enables managers to monitor key performance indicators (KPIs) such as first-time fix rates, mean time to repair (MTTR), and customer satisfaction scores to identify top performers, pinpoint training needs, and improve overall service quality.

Asset Management Module

Offers a comprehensive set of functionalities from acquisition to disposal, and up-to-date asset data to effectively manage and optimize your organization's assets throughout their lifecycle.

Master Module

Centralized repository for managing and maintaining accurate asset data. It enables organizations to establish a strong foundation for asset management processes, enhance data integrity, and make informed decisions.

Inventory Module

Managing and optimizing inventory related activities, ensuring that the necessary spare parts, consumables, and materials are available when needed to support maintenance and asset management processes.

Contracts Management

Streamlines the entire lifecycle of service contracts, warranties, and Service Level Agreements (SLAs). It provides tools for tracking contract renewals, monitoring compliance with service levels, and automating billing processes, ensuring you maximize service revenue and enhance customer satisfaction through well-managed agreements.

Task Management

Offers a centralized system for creating, assigning, and monitoring all service-related tasks and work orders. Engineers receive detailed job information and asset histories directly on their devices, while managers track progress in real-time, ensuring clear communication and a streamlined workflow from creation to completion.

Scheduler Engine Module

The module utilizes advanced algorithms and intelligent scheduling techniques to optimize maintenance activities based on asset priority, availability of resources, and equipment availability.

Reports & Dashboards

Provides valuable insights and visual representations of asset performance, maintenance activities, and key metrics. They enable organizations to track progress, and optimize asset management processes.

Key Benefits

TNi Servicedesk is an intelligent, all-in-one solution designed to revolutionize your service operations. We empower you to boost efficiency, reduce costs, and deliver an exceptional customer experience.

Elevate the Customer Experience

Deliver fast, consistent, and personalized support across every channel from email and phone to chat and social media. Our unified omnichannel view ensures your agents have all the context they need to resolve issues promptly, often in a single visit, significantly boosting customer satisfaction with confidence.

Maximize Operational Efficiency

Gain a complete 360° view of your entire service lifecycle. With real-time visibility into job status and technician location, you can optimize resource allocation and automate manual tasks. This leads to faster resolutions, higher first-time-fix rates, and a more productive team.

Drive Profitable Growth

Make smarter, data-driven decisions with powerful analytics. Track the profitability of every job, customer, and service contract to identify your most valuable business areas. Uncover process inefficiencies and use customizable reports to ensure your team is always meeting its performance

Empower Your Team with Knowledge

Centralize your team's collective knowledge into a single, searchable database. A unified knowledge base equips your agents with instant access to articles, tutorials, and proven solutions.

Real Results Experienced by Our Customers :

70+ %   Increase in first-call resolution

25+ %   Reduction in field resource Costs

35+ %   Reduction in 0perational Costs

40+ %   Higher Customer Satisfaction

70+ %   Improved Technician Utilization

50+ %   Increased Service Profitability

Real-time Analytics

TNI SERVICEDESK DELIVERS REAL-TIME INFORMATION FOR A UNIFIED VIEW OF YOUR SERVICE OPERATIONS, INCLUDING:

1 Built-in Service Intelligence
that delivers a single, accurate view of all assets, service requests, and maintenance activities, providing real-time insights into key operational performance indicators.

2 Comprehensive Asset Performance Tracking
to monitor asset health, utilization, and downtime, enabling proactive maintenance scheduling and extending asset lifespan. nothing falls through the cracks.

3 A Powerful & Flexible Platform
that enables organizations to tailor asset management workflows, service request forms, and reporting dashboards to their unique operational requirements and industry-specific needs.

4 Personalized Dashboards
to monitor the KPIs critical to any role, from field technicians tracking job assignments to executives overseeing overall asset ROI.

5 Pre-built Service Reports
for ad-hoc reports on maintenance costs, service response times, and technician efficiency.

6 Consolidated Service Contract & Warranty Management
for managing multiple agreements and ensuring compliance with service level agreements (SLAs) across diverse assets.

7 Access to Information On-the-Go
with a robust mobile application, allowing field technicians and managers to update asset records, view service histories, and manage tasks from any location.

Gain Unprecedented Visibility & Control Over Your Assets

The real-time information and 360° view of our assets and service operations with **TNi Servicedesk** has been invaluable. We've significantly improved asset uptime, reduced maintenance costs, and now have critical data to optimize our entire service delivery.
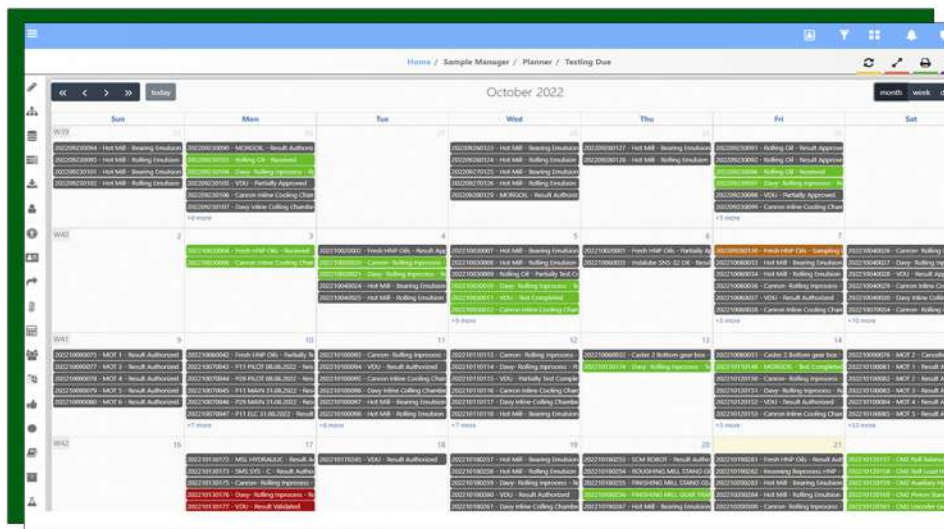
Any asset manager or service professional can generate powerful, insightful reports with our easy-to-use tools. Monitor asset performance, track maintenance activities, identify root causes of service issues, and make proactive decisions that optimize asset uptime and extend lifespan.team.

TNI Salesflow at a Glanz

TNI SERVICEDESK

Service Planner

With this screen, managers can organize and track upcoming tasks, schedule work, and ensure that service deadlines are met efficiently. It acts as a central worklist for service technicians and coordinators.


Asset Service

Access a detailed, tabular list of every service call. Users can see specific information for each task, including the Call ID, requester, asset being serviced, serial number, and the person responsible.

360 Degree Dashboards

Our 360 degree provides a high-level visual summary of all service activities. It's designed for managers to quickly grasp the overall status of operations at a glance. It helps management to track performance, identify trends, and make informed business decisions without needing to sort through individual service records.
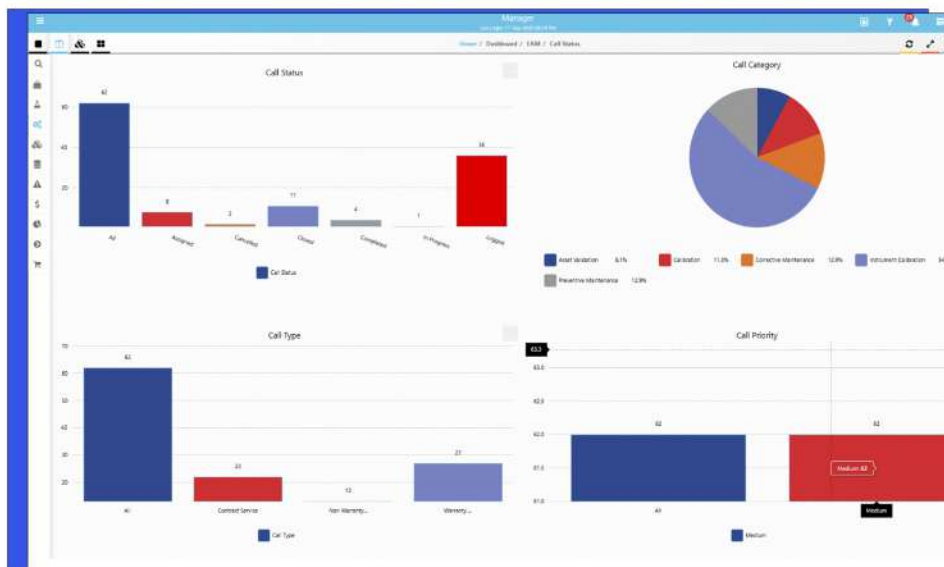
TNi *SERVICEDESK*

Technow Innovations (TNi) is a fast growing provider of process based business management software solutions in cloud environment.

Technow Innovations (TNi) is formed by a group of professionals having more than fifteen years of experience in various industries like distribution, services, manufacturing, Informatics etc., Technow Innovations (TNi) defines, designs and delivers technology-enabled business solutions for leading companies.

Technow Innovations (TNi) also provides a complete range of services by leveraging our domain and business expertise and with leading technology providers.

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