



Recommendation Center



Problem:

Reliance on the reactive break-fix model results in sudden outages, excessive equipment downtime, schedule conflicts, and ultimately missed SLAs and unhappy customers



Solution:

From one front-end interface, back office coordinators can monitor recommendations from ISAC, Zinier's AI-driven platform, and set corrective actions in motion with the click of a button.



What does it let me do?

- Save coordinators time by automating tedious manual processes
- Minimize issues with automatic escalations
- Easily track projects down to the individual work order level
- Accelerate task completion with AI-driven close-out package verification



End Result:

- Address issues instantly and prevent SLA violations
- Understand team's bandwidth
- Complete more tasks per day
- Increase close-out package accuracy



What makes it unique?

No other vendor has a configurable, proactive, AI-driven recommendation capability, not to mention an inbox to manage all of them. Some other systems provide alerts about potential issues based on historical data, but none have the ability to observe and learn from real-time activity from all systems (mobile app, ticketing system, IoT devices, etc.)