

# Elevating Operational Excellence with Custom ITSM Solutions for Unparalleled Service Delivery



Product Offering

ServiceOps



Government



100-500



Kenya

Independent Electoral and Boundaries Commission is an independent regulatory agency that was founded in the year 2011 through the making of the Constitution of Kenya.

**1000**

Asset Management

**30**

No. of Technicians

## Challenges

- ✗ A hands on Mobile application for quick actions
- ✗ Customized service catalogue that goes with organization's requirements
- ✗ Replacing Traditional Service Help Desk with an Advanced Service Help desk
- ✗ Workflows to automate the regular tasks
- ✗ Streamlining complex mundane processes
- ✗ Active Directory & API Integration

## Solutions

- ✓ A customized Motadata ITSM based on requirements and challenges
- ✓ LDAP configuration with IEBC HQ Active Directory
- ✓ Automatic Asset Discovery with Agent & Agent-less
- ✓ Different modules of workflows to automate the processes
- ✓ Out-of-the box modifications to serve the service Catalogue
- ✓ Granular role based security access

## Benefits

- ✓ High Productivity
- ✓ Personalized Service Catalogue

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The implementation of our bespoke ITSM solution has dramatically transformed our service efficiency, streamlining workflows and accelerating response times. With seamless integration to our Active Directory, we can now concentrate on our essential mission, ensuring that our electoral processes remain robust and transparent