




Structured. Transparent. Results-Driven.



# Bridge IT Ticketing & Project Management


## Your Technology Workflow Command Center

 Two systems, one seamless experience – From daily IT tickets to complex projects, we bring order to your technology operations.



## Why Our System Works

- ✓ Unified Dashboard – Tickets + projects in one view
- ✓ SLA Enforcement – Automated escalation paths
- ✓ Custom Workflows – Adapts to your processes
- ✓ Real-Time Reporting – 40+ prebuilt analytics
- ✓ Multi-Channel Input – Email, portal, chat, phone

 *"Chaos to clarity in 15 minutes or less."*



## Ticketing System Features

### Intake & Triage

- Auto-Categorization: Machine learning ticket routing
- Priority Scoring: Impact + urgency algorithms
- Asset Linking: Tickets auto-linked to devices/users

### Resolution Engine

- Knowledge Base: AI-powered suggested fixes
- Remote Control: Built-in screen takeover
- Approval Workflows: Change management controls



## Reporting Suite

- Technician performance metrics
- Recurring issue identification
- Customer satisfaction tracking



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## Project Management Module

### Planning Tools

- Gantt charts with dependency mapping
- Resource allocation calendars
- Budget tracking with burn-down charts

### Collaboration Hub

- @mentions & threaded discussions
- File sharing with version control
- Client portal access

### Execution Framework

- Agile/Kanban/Waterfall templates
- Risk register with mitigation tracking
- Go-live checklist automation



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## Key Integrations

Category	Supported Systems
Communication	Teams, Slack, Zoom
Documentation	Confluence, SharePoint
Monitoring	PRTG, SolarWinds
CRM	Salesforce, HubSpot






## Implementation Packages


Tier	Setup Time	Training Included	Best For
Essential	3 days	2 hours	Small Teams
Advanced	1 week	8 hours	Departments
Enterprise	2 weeks	20 hours	Multi-Team Orgs



## Ready to Transform Your Workflow?

 Call: 087 152 0337

 Email: [help@bridgeitsupport.co](mailto:help@bridgeitsupport.co)

 Visit: <https://bridgeitsupport.co>

Get a free workflow assessment



# IT TICKETING Bridge IT Support

Onsite | Cloud | Connectivity

