



Can VeraSMART help us streamline changes to personnel and telecom inventory?

In every organization, changes in personnel and telecom inventory are a fact of life. That's why VeraSMART supports optional MACD workflows that can automate these processes and update your VeraSMART database in the process. These workflows help you make certain that every request to move, add, change, or deactivate inventory or personnel is properly routed and approved, automatically logged, and executed according to applicable process guidelines.

Inventory MACD workflow:

- Add inventory items to the VeraSMART database
- Move or change existing inventory items
- Deactivate existing inventory items

Personnel MACD workflow:

- Add personnel associate them with either new or existing inventory items
- Move or change existing personnel inventory and authorization codes
- Deactivate existing personnel and update inventory that may be associated with them

VeraSMART workflows help you quickly improve productivity, reduce labor demands, enforce process compliance, and reduce telecom spend. In addition to MACD, Veramark offers optional workflow solutions for:

- Help Desk – Efficiently handles every help request from inception to resolution
- Ordering and Provisioning – Supports online catalogs, integrated workflows, and vendor transactions; reduces off-contract orders

To learn more about adding process workflows to your software license, contact us at 585-383-6806.