Mainsaver Software Develops Interface to ServiceNow

San Diego, CA – June 25, 2019: Mainsaver Software has partnered with Maple Grove Hospital, a part of the Minneapolis based North Memorial Health and Fairview Health, to develop an interface to the ServiceNow service desk ticketing system. ServiceNow is a cloud portal for any type of service request in the hospital which might be related to IT, facility repairs, medical equipment, air conditioning, elevators or just about anything.

As ServiceNow is the central ticketing system for any repair requests in the large hospital, those requests related to facility and biomedical repairs are automatically routed to the appropriate group in the cloud based Mainsaver Asset Management system as new work requests. The requests trigger notification to responsible managers and then the requests are approved into work orders and routed to the appropriate skilled trade. All along the process the person who entered the request is notified of the progression of the work ticket.

Prior to this interface, ServiceNow tickets routed to the Maintenance organization had to be entered manually in order for the skilled trades to see the jobs. This integration provides a seamless workflow in order to better serve the employees and patients of the facility.

About ServiceNow
ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: www.servicenow.com.

About Mainsaver

Mainsaver offers a complete Enterprise Asset Management Solution with a robust Computerized Maintenance Management System (CMMS) at its core. As one of the industry's foremost established CMMS suppliers, Mainsaver provides solid software applications, trusted consulting services, and comprehensive customer support to its clients. Our solutions are designed to provide a maximum return on investment, whether installed as a standalone application, or as an "end to end" solution interfaced to any of today's popular ERP, MRP or financial packages.