

Resolving Challenges, Empowering Success - A Journey through Seamless Application Support

About Client:

US-based government-affiliated child welfare/NGO organization running for more than 70 years are impacted by several emerging trends such as digitalization, multi-platform content consumption, and the challenge of managing multiple data formats across agencies. Furthermore, along with immense volumes, the organization was challenged to manage and analyze this data to extract the actionable insights

Challenges faced by the Client:

The client required a 9x5 application support team for all modules of the Data engineering application, Filesystems, Databases, and multiple platforms.

Scenario 1: No ticketing system/tool to capture the end-user incidents related to the application

- Incident reporting will be exclusively conducted through designated email communication channel. However, it's essential to acknowledge that email communication channels present certain challenges in facilitating real-time incident updates.
- These challenges may include potential misunderstandings, the risk of information overload, and a limited suitability for urgent emergency notifications.

Scenario 2: No structured application support team to monitor the application

- End-user incidents or change requests were directly handled by the technical team as there was no SLA in handling the incidents.
- In the absence of a support team, incident deliverables were not handled on time which created an impact on the end user's business.

- The technical team struggled in handling their tasks and incidents at the same time ended up with negative feedback in the process of application support.

Scenario 3: Reporting and dashboard

- Reports were missing to incorporate end-user incidents and their progress.
- Excel was used in the process of making entries of incidents which results in an over reliance on manual processes that are inconsistent, prone to error and cannot be completed in a timely manner.
- Managing the flow of information to business users and adhering to information security policies also adds further complexity to the challenge.

Solutions delivered to the Client:

Scenario 1: No ticketing system/tool to capture the end-user incidents related to the application

Developed a web-based incident ticket tool seamlessly integrated with the mainframe application, compatible across all browsers. The system boasts a configurable dynamic workflow, allowing for efficient creation, categorization, assignment, and resolution of incidents, adhering to client-specific SLAs.

Additionally, an interactive real-time dashboard was implemented for high-level incident reporting, contributing to a reduction in incident recurrence and facilitating proactive preventive measures.



Scenario 2: No structured application support team to monitor the application

The application support team efficiently managed installation, maintenance, and user support, adhering to SLAs for incident resolution. Regular meetings with support executives facilitated the collection of valuable feedback, contributing to ongoing efforts to streamline and enhance application performance. Proactive measures included user account administration and monitoring the application environment to prevent incidents.

Scenario 3: Reporting and dashboard

Created an impactful incident management report and dashboard, enhancing decision-making, daily progress evaluation, and providing comprehensive visibility at a glance.

Benefits Outcome

- Application support services ensured a significant reduction in incidents across all levels
- Improved data quality
- Ensured application uptime
- Reinforced customer satisfaction, and Value of support services for business and management users.