

CASE STUDY

Global Issue Tracking



Business Solutions with Technology Edge

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Introduction

Global Issue Tracking system is a workflow-based system which will be used to track all type of support tickets. It is a Company & global scope-based system which helps Organization to implement system in multi locations. This System will help to track ticket details, status, follow ups on emails, MIS Dashboard and MIS reports will be useful to have overall visibility.

Also, it is fully validated system with all documents readily available which will be a great factor to achieve compliance globally.

It has an Interface with Microsoft Team, BOTS which makes system automated

This system is accessible by three type of users.



Normal User – This user will raise ticket in the system



Support Team – This user will resolve ticket

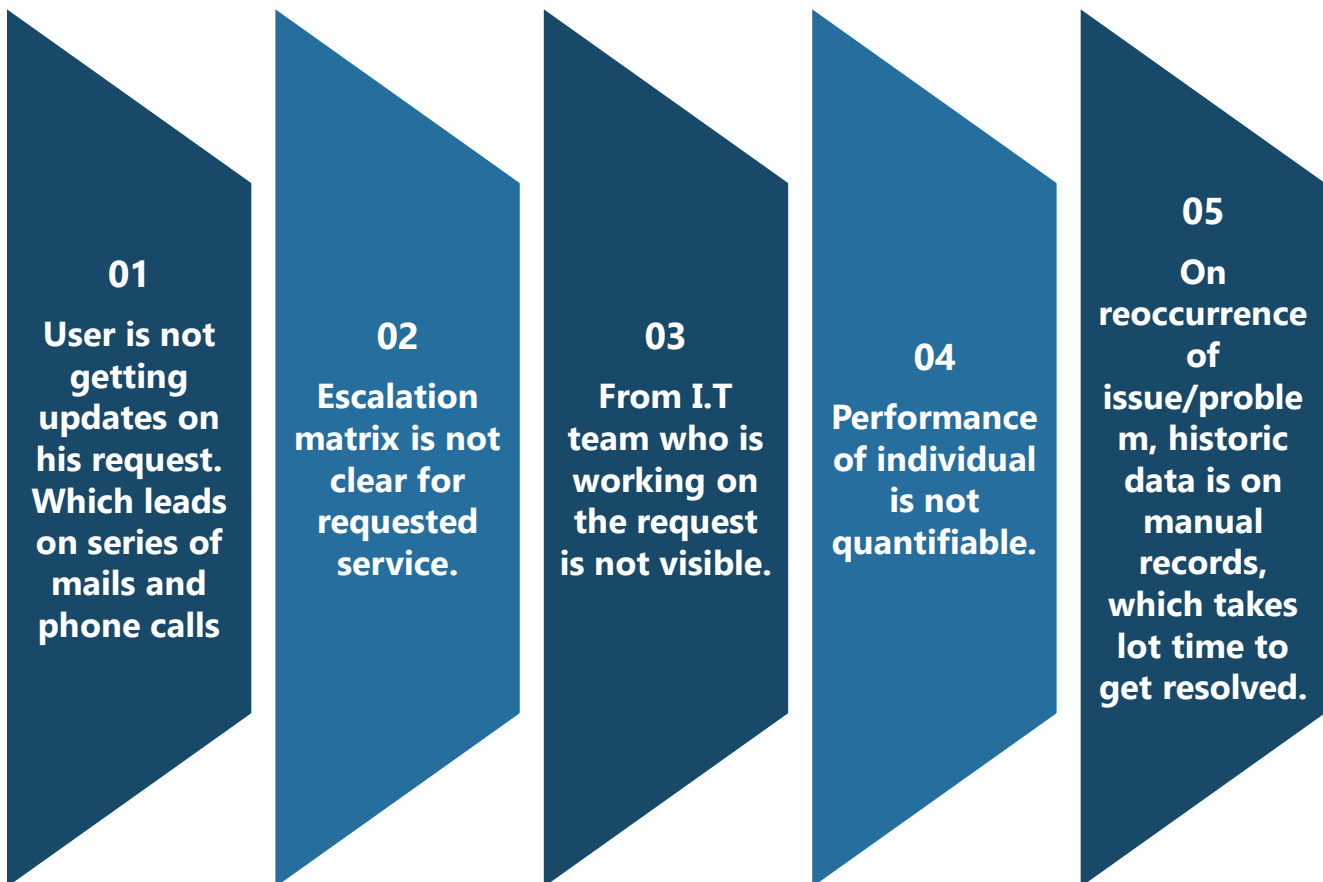


Concerned authority- This user can view and forward tickets to concerned support team

It is a cloud ready tool to go live quickly

Problems facing by client before providing tool

Based on the brief current process stated above, the following challenges are experienced in the overall management processes:



Sarjen has provided workflow-based tool under Hforce Platform which client is already using.

Outcome after implementing this tool



Automate the service request from user end to particular team/individual



Segregation of request tickets



Option to change assignments (reroute request to other member)



Improvement in response time from I.T Team (due to single source of request)



Manage Segregation of Duties (SOD)



Harmonize the process across the sites



Transparency on escalation matrix



Manage the Mitigation Controls and its monitoring through the systems



Visibility across plants/sites should be available as per assigned role & escalation matrix.

Contact us

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