



Case Study

iConnect Info
Solutions

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2022

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Auritas - US based industry leader delivering Information lifecycle Management, Enterprise Content Management, and SAP HANA services to some of the most recognized companies in the world.

Key Deliverables:

- **Build custom contract management application**
- **Customized customer portals**
- **Configured MSP portals**

Problem Statement

Auritas were managing their IT operations using some other ITSM tool and some manual tasking tool. Most of the incidents and service requests were coming in through mail. Also there was the requirement for incident management, service request and service desk.

The aim of the project was to streamline and bring in efficiency in managing the Auritas Application for internal and external clients in one common platform.

Approach to deliver the solution

1. iConnect assigned an Account Manager for point of contact in managing PO's, Invoices, and escalations.
2. Project Manager responsible for overall onboarding, integration and implementation and Go-Live.
3. Separate set of project engineer(s) and developer(s) for handling the implementation and integration processes.

Solution

Freshservice - IT help desk and service management solution

1. Freshservice was proposed to meet the operational requirement. As an Onboarding and Integration service partner, iConnect proposed steps to achieve seamless onboarding and integration of Auritas helpdesk and Internal Users.
2. iConnect provided a 'Project Manager' to understand the nature of implementation and configuration required by Auritas.
3. Provided support with the following modules:
 - Incident Management
 - Service Request Management
 - Service Desk

4. We provided support for adding services from their data sheet.
5. We provided live training to the admin from Auritas. One on one sessions were provided to handhold him with the usage and configuration available in Freshservice.
6. We configured MSP portals for seamless creation of tickets from different clients of Auritas.
7. iConnect also customized customer portals.

Achievement

Built Contract Management Application, which allows to maintain multiple contracts of the customers and helps tracking of contract details such as contract items, period, entitlement hours, consumed hours etc.

