



Case Study

iConnect Info
Solutions

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Digital payments and Financial services

Phone Pe - Indian payments app that allows users to use UPI, credit card / debit card or wallet to recharge mobile phone, pay utility bills and to make instant payments at both offline and online stores.

Problem Statement

To manage inter department functions PhonePe was looking for a solution to manage Service Request and Purchase Order management.

Service Management and Purchase Orders were managed manually by PhonePe Team. This was mostly documented in excel sheets or emails and most of communication and service requests were done via emails. Data was distributed and it was hard to track requests.

Multiple correspondence between various parties lead to information overload / disarray for the buyer team.

Key Deliverables:

- **Development of custom forms for buyers and requestors**
- **Developed a PSR (Procurement Service Request) tool application**

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 problem statement of PhonePe. As an Onboarding and Integration service partner, iConnect proposed customization of service request and procurement module to achieve seamless configuration of PhonePe Helpdesk.
2. iConnect provided customized configuration of Service Request Fulfilment and Self Service Portal.
3. Our client needed custom form to be designed for requester with multiple custom fields, from where requester will submit request.
4. Our client also needed custom form for buyer from where buyer will record all data from various vendors in system.
5. iConnect developed custom app to auto calculate couple of field values namely
 - Savings achieved
 - Share of business (in %)

Achievement

1. Built a PSR (Procurement Service Request) tool application, which allows PhonePe employees to track vendor's deals used for procurement services.

