



Case Study

**iConnect Info
Solutions
2023**

BFSI Sector

State Bank of Mauritius India - SBM Bank (India) Ltd. commenced operations as the 1st universal bank in the country to receive a banking license from the Reserve Bank of India (RBI) through the Wholly Owned Subsidiary (WOS) route. The Bank has 3 business divisions - Corporate, Retail and Treasury – through which it caters to its customers across India – comprising retail customers, MSMEs, NRIs as well as large corporates and institutions.

Key Deliverables:

- Change Management
- Incident Management
- Service Requests
- Asset Management
- Integration with 3rd party apps:
- Customization of support portal

Problem Statement

SBM was using another ITSM tool where they were facing a lot of limitations and could not manage their daily operations at the level they wanted. SBM were looking for a tool where they could manage their Incident, Service Request, Change Management along with Assets management.

Hence, Freshservice was recommended to meet the operational needs of our client.

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.
4. One-on-one sessions with Admins from SBM to collect details required for configuration and customization.

Solution

Freshservice - IT help desk and service management solution

1. iConnect provided configuration of Incident Management, Service Request, Change Management along with Assets Management in the SBM Freshservice Pro instance to achieve seamless operations in the SBM Helpdesk.
2. We provided integration of Freshservice with various 3rd party apps like:
 - i. LDAP (via Discovery Probe)
 - ii. MS Teams
 - iii. Service Now
3. We developed a custom app in Freshservice to generate monthly dump reports.
4. We customized the Support Portal to make it user-friendly and easy to navigate aligning with the operations needs of our client.

Achievement

1. We customized the Service Catalog page in Freshservice to meet our client's requirements. We hid the categories on the left pane giving users the flexibility to view only the categories they want and select the service items accordingly.
2. Also, added a Search Bar for easy navigation of the service item categories.
3. Custom application development to generate compiled reports.

