



# Case Study

iConnect Info  
Solutions

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# Contract Lifecycle Management

**Sirion Labs Pvt Ltd** - US based firm helping world's leading businesses digitize and streamline all phases of the contract lifecycle on an integrated, AI-powered platform.

## Key Deliverables:

- **OLA & JIRA Integration**
- **Sequential status flow**

## Problem Statement

Sirion Labs were managing their IT operations using some other ITSM 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 SirionOne 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 Sirion Labs IT helpdesk and Internal Users.
2. iConnect provided a 'Project Manager' to understand the nature of implementation and configuration required by Sirion Labs Pvt Ltd.
3. Provided support with the following modules:
  - Incident Management
  - Service Request Management
  - Service Desk



4. We provided support for migration of open tickets from their existing tool.
5. We provided live training to the admin from Sirion. One on one sessions were provided to handhold him with the usage and configuration available in Freshservice.
6. iConnect integrated following applications into Freshservice for smoother operations:
  - JIRA - Issue & Project Tracking app
  - OLA - Escalation reminder app

## Achievement

1. Come up with a new idea of Sequential Workflow and implemented it in the project.
2. Configured API workflow to fetch URL from requester Page.
3. Originally the project was proposed in MSP (Managed Service Providers) and before Go-Live, Sirion management took a decision to bring it back to single instance which iConnect has achieved in less than 1 week time.

