



Case Study

iConnect Info
Solutions

Vishal Gavankar
2022

Contract Lifecycle Management

Softline - London based leading global solutions and services provider in digital transformation and cybersecurity. Our client enables, facilitates and accelerates digital transformation for its customers' businesses, connecting 150,000+ organizations from all sectors with best-in-class IT vendors, alongside its own services and solutions.

Key Deliverables:

- **Developed custom middleware Contract Lifecycle Management (CLMA) application**
- **Integrate our app with Freshservice**

Problem Statement

Softline were having difficulties in managing multiple contracts with their customers and also needed a robust system to assign tickets to the right contract and track the tickets assigned.

The aim of the project was to streamline and bring in efficiency in managing their contracts and provide a platform for their agents to manage issues within the contract.

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 offered as a solution to raise tickets and manage issues related to the contract.
2. We developed a middleware CLMA (Contract Lifecycle Management Application) app to manage their contracts efficiently along with contract hour's consumption.
3. We integrated Freshservice with our CLMA for agents to maintain a track of their contracts, easily resolve tickets, faster communication with clients and operate more efficiently with internal and external stakeholders.

Achievement

Developed a middleware CLMA application from scratch to align with the business requirements of our client.

The screenshot displays a 'Create Contract' form with the following fields and sections:

- Contract ID:** Text input field.
- Contract Name:** Text input field.
- NetSuite Project Id:** Text input field with placeholder 'Enter your NetSuite Project ID'.
- Company:** Dropdown menu labeled 'Select A Company'.
- Service Package:** Dropdown menu labeled 'Select A Service Package'.
- Project Manager:** Dropdown menu labeled 'Select A Project Manager'.
- Contract Hours:** Text input field.
- SLA:** Dropdown menu labeled 'Select a SLA'.
- Support Time:** Dropdown menu labeled 'Select Support Time'.
- Files:** 'Choose File' button and 'No file chosen' text.
- Remarks:** Text input field.
- NetSuite Project Id (continued):**
 - First Assignment Group:** Dropdown menu labeled 'Select A First Assignment Group'.
 - First Assignment Agent:** Dropdown menu labeled 'Select First Assignment Agent'.
 - Contract Owner:** Dropdown menu labeled 'Select a Contract Owner'.
 - Country:** Text input field with 'NA' entered.
 - Customer User:** Dropdown menu labeled 'Select a Customer User'.

A 'Create Contract' button is positioned at the bottom right of the form. The interface also shows a sidebar on the left with 'Actions' and a list of items, and a 'Logout' button in the top right corner.