

Saving 400+ hours per year with Software Onboarding Automation and Analytics

BUSINESS GOALS

Our client, a leading manufacturer of commercial vehicles, was facing the issue of tracking and reporting end user service requests. Syntel helped their End User Services (EUS) department automate the entire process and develop analytics for effective tracking, prioritizing and reporting.

BUSINESS BENEFITS

Enhanced SLA tracking capabilities

Open search feature to search requests quickly

No manual intervention for data collection

Reduced manual intervention to follow up on requests

Management reports to track progress and increase team efficiency

Improved customer satisfaction by completing requests within the predefined time frame

Increased productivity and efficiency, with a savings of 400+ hours/year

ACCOLADES & APPRECIATION

"It has definitely helped us keep tabs on what needs attention in one centralized location. The visibility that it creates saves a lot of time. It's used by multiple people for multiple reasons. Personally, about three hours a week." **Team Lead, End User Services**

CHALLENGES

- Manual tracking of requests for new software with MS Excel
- Simple SharePoint list was used to track all new software onboarding requests
- All tracking data was maintained in SharePoint, making it difficult to generate reports
- No reporting or project tracking mechanism
- Difficult to track the progress of software onboarding requests after being assigned to a team

SYNTEL'S SOLUTION

- Raw data in SharePoint was blended to create an ETL that stores the data in an SQL server table
- SQL table was used to develop a unified summary report of software onboarding requests, which includes:
 - Primary view, which shows SLA matrices for tickets and ticket details
 - Summary view shows overall ticket summary, top five categories, and products
 - Tracking of multiple team statuses and high priority requests
- Scheduled a job to pull data from SharePoint every hour and populate the summary report

Architecture

