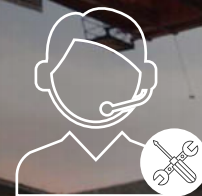**IS² ISSQUARED**

Case Study

Streamlined Service Experience with **Fabulix Service Manager**

ABOUT THE CUSTOMER

The company is an elite general construction contractor. Incorporated as a subcontractor, it evolved into a well-known construction company over time. Today, it is one of the most trusted construction companies with a broad range of specialized construction projects in Aerospace, Healthcare, Finance, and Data Center industries.

CHALLENGES

The company has a broad base of small and eminent customers. Its business operation management application wasn't fit for handling large and sophisticated service requests. The company also didn't have a portal where users could raise service requests by themselves. This incapability of handling service request management was making their business operations inflexible, inconsistent, and disorganized.

OBJECTIVE

The IT team at the company wanted to create a web interface for service requests and incident tracking to automate the process of request handling. A web interface portal was the need of the hour to enable its customers and end-users to search their knowledge base, submit the service requests, and then track its progress. A Service Manager console was also proposed in this portal, enabling the service desk and IT operations team to resolve the requests and execute managerial tasks. A feedback module was also suggested that could collect customer feedback upon completion of the requests.

TECHNICAL OVERVIEW

⊘ Fabulix portal has a module-oriented layout for each functionality.

⊘ Net Framework used for the Web interface designing and backend development.

⊘ Web APIs perform automation for various functionalities.

⊘ The database, where data is stored is located on a cloud server, which makes it robust and secure.

⊘ Portal uses ADO. Net technology for the communication between database and web services.

⊘ To send email notifications portal uses SMTP details of an email server.

⊘ All the information is store in encrypted format in the database.

⊘ All the communication between different layers are encrypted.

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SOLUTION

ISSQUARED® proposed its Fabulix Service Manager module to provide all services as requested by the customer, including a feedback module that was added to the portal. ISSQUARED® successfully developed and delivered products to theconstruction company in a quick turnaround time of 4 weeks. We did the necessary customizations, added the feedback module, and successfully went live with the products.

KEY BENEFITS

The new service manager portal has significantly increased the operational capability of the construction company. With improved end-user access, automated communication and responses, enhanced service delivery, better management, and productivity, the construction company operational efficiency in managing service requests has contributed directly to customer satisfaction, cost savings, and better business opportunities.

Connectivity: The Fabulix Service Manager portal connects external operators such as service providers and construction material suppliers.

Incident Management: Portal enabled customers to raise service requests or incidents through the user interface. It also facilitated service desk managers to overview, track, and assign tasks to service providers.

Problem Management: The Fabulix Service Manager portal has a standard, formalized Problem Management process that integrates and communicates with Incident Management. This procedure reduces the waste of time and resources on regular and repetitive activities.

Communication Management: Without the Service Manager portal, the company was not able to provide a feasible digital solution to its customers. They didn't know how and who to contact with an issue. But, the service portal offers a platform with a digital interface to lodge, track, and review a complaint, which makes the service process smooth, transparent and fast.

KPIs Tracking: Portal offers an ability to set and track Key Performance Indexes (KPIs) that improves business operation.

Change Management: Portal allows authorized users to customize the user interface, module configuration, view, and track changes, problems, and request to change, manage and track change tasks and change request implementation.

Service Level Management: The portal allows authorized users to create and manage Service Level Agreements (SLA). Authorized users could define SLA targets based on task preference. They could also set rules and align them with each request or incident-based on the defined conditions.

Knowledge Management: Service Manager allowed the company to organize and maintain the support documentation that is available throughout the organization. The portal enables customers, service desk agents, IT support teams, and other users to create, manage, and review knowledgebase information on service request topics and subtopics.

Future Plans: During the development process, additional requirements are discussed and uncovered. We decided to include an executive dashboard, automatic email notification on query responses, and managerial capability to assign tasks to issue related department and employees. These requirements aligned with the business objectives of a service manager tool, so we decided to add these modules in our future deployment.
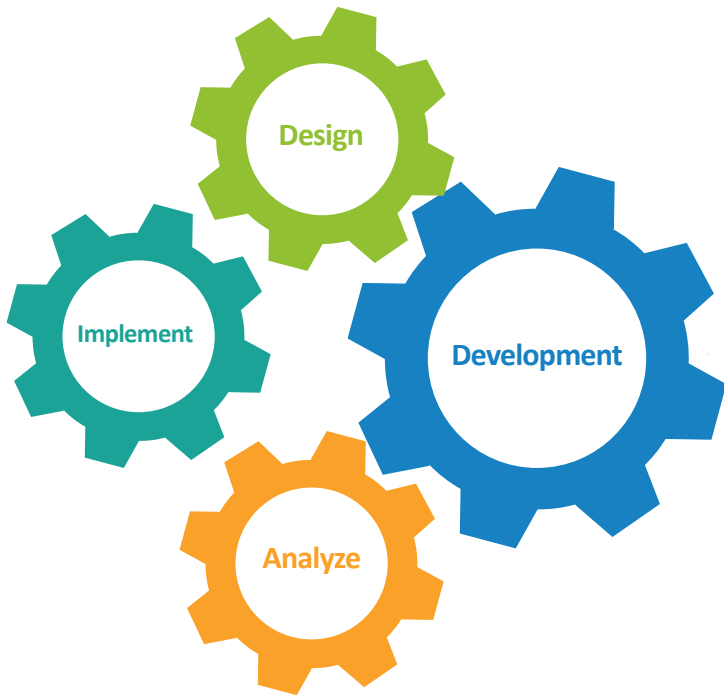
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ISSQUARED® is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED® has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.

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Implement

Development

Analyze

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