

CASE STUDY



INDUSTRY

Hi-Tech

The global market leader in geographic information system (GIS) software, location intelligence, and mapping.

Since 1969, they have supported customers with geographic science and geospatial analytics.

Company takes a geographic approach to problem-solving, brought to life by modern, enterprise-grade GIS technology. We are committed to using science and technology to build a sustainable world.

Value Creation Modules

Salesforce Consulting

Grooming of backlogs and requirements and defining the requirement scape.

Support

L1, L2 and L3 support provided by a deployed resource onsite

Functional & Technical Documentation

Documenting functional and technical requirements

Enhancements & Backlogs

Feature enhancements, new development and projects as per the requirements

Admin Support / Trainings

Providing admin support and user training as in when required to ensure seamless working of the system

Personas



- Sales Team
- Operations Team
- Leadership Team
- MIS Team

Products & Technologies Used



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CHALLENGES

- Higher time of ticket resolution
- Pending backlogs and tickets
- Lack of onsite support
- Issues with the data and reports
- Lack of functional expertise for defining backlogs
- Classic to lightening migration
- Lack of consulting on technical design
- Lack of proper documentation
- Knowledge transfer was a challenge

- Dedicated resource for support and developments
- Resource backed by functional expertise
- Onsite presence to ensure no communication gaps
- Regular connect with business stakeholders
- Prioritization of backlogs and development projects
- Execution of pre-defined backlogs
- Training of users
- Solving usability issues
- Documentation – functional and technical



SOLUTION



BENEFITS

- Reduced TAT for support tickets
- Enhanced adoption
- System enhancements
- System upgradation
- Enhanced adoption through regular trainings and touchpoints
- Satisfied end users
- Enhanced reporting framework
- Better documentation and control