

CASE STUDY



 IND: +91-79-4050 2232
UK: +44-20 3372 4627
US: +1-315 825 4468

 info@200oksolutions.com
 www.200oksolutions.com

Table of Contents

Client Profile	3
Business Need	3
Challenges	3
Solutions Features	4
Benefits	4
Technology	4
Screenshots	5



SharePoint Intranet based IT Help Desk Solution Center

Business Engagement Model

Off-Shore Dedicated Resource Model

Client Profile

- The client is a large multinational bank and financial services company.
- They serve more than 85 million customers worldwide
- They offer services in Commercial Banking, Global Banking, Investment Banking and Retail Banking.
- They are spread across the globe with more than 7,000 offices in more than 80 countries.
- They are also one of the largest International Banks.
- Their current year market capitalization is over \$100 billion.
- There are more than 270,000 employees working for the bank all over the world.

Business Need

- Client was looking to improvise their existing manual Help Desk system to a more versatile, UI friendly and most productive web based system.
- They wanted their employees to be able to open up a ticket, read knowledge base articles to solve problems on their own and search for any knowledge needed to solve a problem or HOW TO things in a much simpler but yet efficient way.
- They wanted the system to accept any new knowledge base, search within and keep their employees up-to-date about any events/maintenance notifications happening in their respective branches.
- Since they are located worldwide, they also wanted the system to support multiple languages with least hassle of updating the content in each language.
- Their system must be branded with the Bank Standards.

Challenges

- Custom workflows as per the client's need to include more than 8 stages with various permissions and keyword based flow.
- Multilanguage support for the complete system including manageable content updates in root language and subsequent updates in various other languages.
- Custom search functionality in a much user friendly way with dashboarding and reporting statistics.
- Ability to work on a ticket in a faster manner and getting the status or notifications within no time.
- Suggestions, self-help resources for employees to resolve the problem on their own without opening up a ticket and hence reducing Help Desk Resources use.

Solutions Features

- The solution we have provided meets every need of the client to the par. We have provided our best technical resources to create a user friendly, versatile and effective SharePoint 2010 Intranet Site for them.
- We have made use of every possible SP 2010 feature to facilitate their need of Custom Search or Custom Workflow or Dashboarding, etc.
- We have made use of SharePoint Variations with custom classes to convert their site contents to multiple languages.
- We have effectively used various custom web parts for their knowledge base needs of rolling up articles, showing top 10 trending articles, events and notifications which are urgent and live now, etc.
- The navigation helps the user to perfectly identify what he needs to do in terms of any Help Desk issue or resolve the problem on his own by reading suggestions, searching for the right error/exception, etc.
- Globalization, Localization, Managed Metadata are some of the salient features of SharePoint which we have implemented.

Benefits

- The Variations solution also allows them to manage the content only in one root language and then timer jobs translate them to multiple languages.
- The Search solution allows the users to search for any type of article, topic, issues, problems, errors or even knowledge base.
- The user can traverse thru any resource on the site right from the home page links. The home page also notifies of any live maintenance or Events in the company or branch they are located in.
- The automated workflow helps the user at each stage, i.e. Initiator, Editor, Author, Approver or SMEs, etc to progress the article from what to the next stage with least of manual intervention.
- Due to UI based Help Desk System now in place, they have reported 88% decrease in their On Call Help Desk System and increase of about 40% in resolve problem on their own.
- With huge content in place, the performance is also taken care of by effectively using Client side scripting and designs.

Technology

- Microsoft SharePoint Server 2010 Enterprise SP1
- Microsoft Visual Studio 2010
- Microsoft SQL Server 2008 R2
- Microsoft Windows Server 2008 R2

The screenshot shows a web portal with a navigation bar containing 'Home', 'Solution Bank', 'My Support', 'Knowledge Sites', and 'Search'. A prominent banner features the text 'Eurozone debt crisis' and an image of two people in red and white costumes. Below the banner are four tabs: 'Sales campaign launches', 'Eurozone debt crisis', 'Loss of the Month', and 'Group Strategy'. The main content area is divided into three sections: 'Announcements' with a red warning icon and text about product updates; 'Planned Events' with a green calendar icon and text about upcoming events; and 'Self Help Resources' on the right side, which includes links for 'Self Service Support', 'Contact Helpdesk', 'Knowledge Links', 'Discussion Forums', 'Knowledge Life Cycle', 'My Activity', and 'My Machine Details'.

The screenshot displays the 'Raise a Ticket' form within the 'My Support' section. The form is titled 'Raise a Ticket' and has four tabs: 'User Details', 'Location Details', 'Connection Details', and 'Issue Details'. The 'User Details' tab is active, showing two sections: 'Affected Person's Details' and 'Preferred Contact Details'. Both sections include a dropdown menu for 'Person affected by the issue' (set to 'Myself') and input fields for 'Employee ID*', 'Name*', 'Email Address*', 'Phone Number*', and 'Alternate Phone Number'. The 'Preferred Contact Details' section also includes a dropdown menu for 'Nominated person who should be contacted regarding this issue moving forward' (set to 'Myself') and input fields for 'Employee ID*', 'Name*', and 'Phone Number*'. The right sidebar remains the same as in the previous screenshot, showing the 'Self Help Resources' menu.