



Cybage enabled complete digitalization of a managed IT services provider by developing a unified, scalable, and modern portal that offers high-quality CX

About the Client

- A US-based technology services company that specializes in hosted/cloud services, managed services, business IT services, copiers/printers, phone systems, document management and audio/video systems
- Has more than 650 certified engineers and technical representatives
- Serves over 36, 000 customers regionally and nationally

Business Needs

- </> Develop a unified portal that supports multiple IT operation requirements and offers a seamless customer experience
- ⚙️ Enable technological transformation to ensure the portal is modern, supported on multiple devices, and is always available
- 💡 Build a solution that effectively captures customer issues and requests while maintaining transparency
- 📄 Engineer a solution that helps in securely monetizing the portal via third-party integrations

Solutions



- 👤 Developed an innovative portal to simplify the ticket creation process and minimize efforts by introducing key automations
- 🔒 Modernized the UX along with better security, authentication, and role management
- 📱 Implemented a responsive web solution that works seamlessly on mobile and tablet environment
- 🔧 Defined and deployed high performance test automation strategy
- 🔧 Used latest technology standards with component-based approach while developing the portal to ensure scalability and maintainability
- 🗨️ Integrated third-party ticketing platform to handle customer issues and requests effectively
- 🔗 Integrated the portal with various third-party tools and products to provide a unified experience
- ⚙️ Created CI/CD pipelines from scratch on Azure along with Kubernetes orchestration

80% **upsurge in number of customers** buying subscriptions via the portal due to third-party integration with Microsoft partner center

70% **reduction in user inputs** to create a ticket

90% **decrease in turnaround time** of resolving tickets

30% **increase in reach** through real-time notifications

70% **users prefer the secure and efficient SSO** mechanism for daily use

1000+ clients onboarded and **2000+** active users within 8 months on the portal

Business Impact

Technology Stack

Development

React, .NET Core, Microsoft SQL Server 2019, Microsoft Graph API, PostgreSQL, elastic

Testing

POSTMAN, .NET Core for Automation

CI/CD

Azure DevOps

Infrastructure

kubernetes

Code Review

sonarqube

Logging & Monitoring

MS Application Insights, Azure Log Analytics, Azure Monitor

Cybage Hi-Tech

- 🚗 Automotive Retail
- 👥 Customer Experience & Market Research
- 🔒 Digital Security
- 🏢 Enterprise Workflow Solutions & Rules Engine
- ✉️ Software Tools & Platforms
- 🌐 Social & Collaboration Platforms
- 👤 Human Resource Management Systems

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