



About Client

An Integrated Business Solutions technology company based in Norway, catering to the Oil & Gas, Shipping and Energy industries. Their core product (business platform) is designed and developed to improve business processes, quality systems, customer relationship management, OH&S and other core functions of any business serving the energy and shipping industry.

Business Need

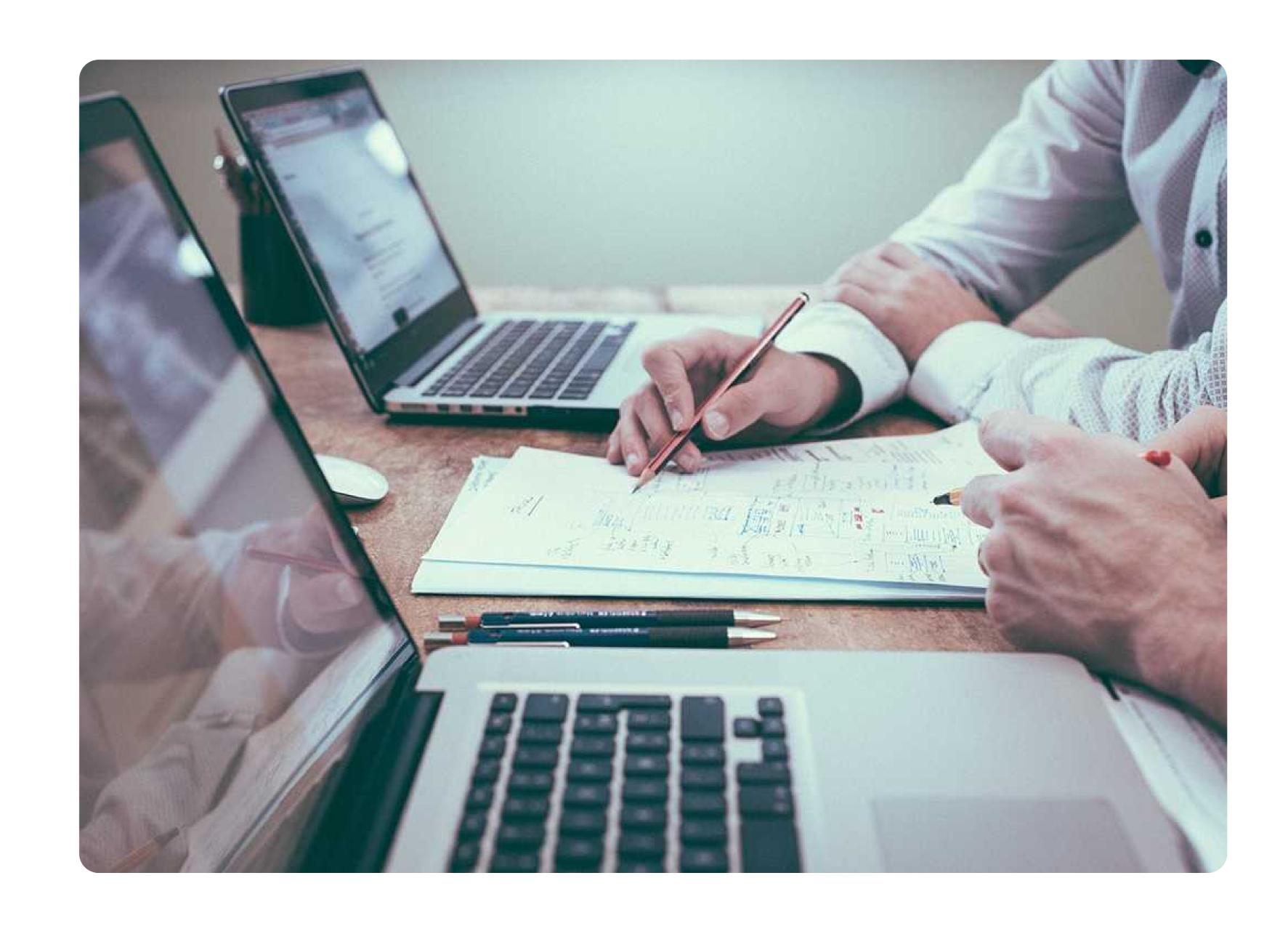
- Required ongoing support and maintenance for their Business Application that was being used by over 100 end customers globally
- Required monitoring, maintenance and support of their own infrastructure set up across multiple farms.
- Provide 24X7 support

CCS Solution

- Developed and operates a SharePoint based ticket system with the client to handle all support requirements
- Provided a team of dedicated and experienced SharePoint developers to handle full support of the client solution
- Highly experienced team of SharePoint administrators to manage and maintain the cloud-based infrastructure
- Adopted process driven operations for support
- Established and follow a standard operating procedure for disaster management and recovery
- Conducting regular knowledge transfer and technology update sessions within the team to ensure all resources have sufficient experience, knowledge and confidence to provide a seamless user experience

Business Impact

- Efficient customer support for all the end customers across the globe by providing best of resources and technology
- Significant reduction to the costs and effort spent by the client in directly providing support to their customers
- Automated notification process in the ticket system ensures that the customer users are regularly updated of their ticket progress



Technology Platform: Microsoft SharePoint



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