



CSM Case Study

This client is an Indian multinational technology company subsidiary of the multinational conglomerate company, providing information technology (IT) services and business process outsourcing (BPO) to companies in various vertical and horizontal markets.

Problem

- No visibility and tracking of partner tickets
- Customer information spread across Multiple Systems
- No auto-assignment routing based on skills
- Manual ticket logging in to partner systems
- Lack of communication & Reporting to track partners/vendors KPI

Solution

This client was looking for a platform to automate enrichment based on ticket information, intelligent assignment based on service manager skills, availability, workload threshold. Control outbound customer notification and Real-time reporting to all key stakeholders. Input Zero Technologies implemented Service Portal with Customer Service Management to raise issues and requests, driving self-service thus reducing workload.

- CMDB
- ServiceNow CSM
- Service Portal
- Performance Analytics
- Integration using REST API

Result

- Single system experience: Integration with other systems to get the details about customer/Partner, products and Services, improved the User experience
- Intelligent Routing: Automatic Assignment of Service Manager based on skill, availability and workload increased the efficiency
- Fast resolution for critical customers: Automatic Impact Assessment and ticket prioritization using complex algorithms.
- 20% Lower Operating Cost: Enriched Knowledge base, Auto Escalation, reminders, templatization of customer communication, reporting & Dashboards.