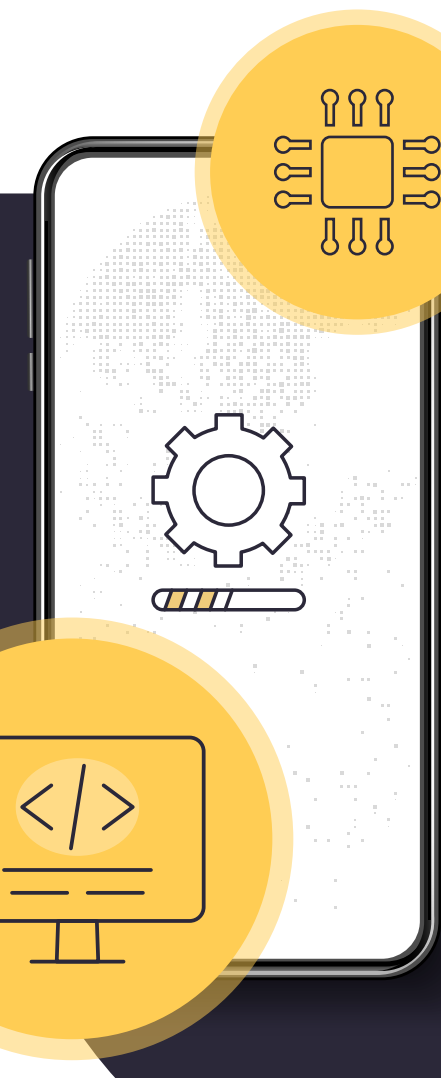




Cybage enabled complete digitalization of a managed IT services provider by developing a unified, scalable, and modern portal that offers high-quality CX

**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



**</>** 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

**Business Needs**

**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**



**Testing**



**CI/CD**



**Infrastructure**



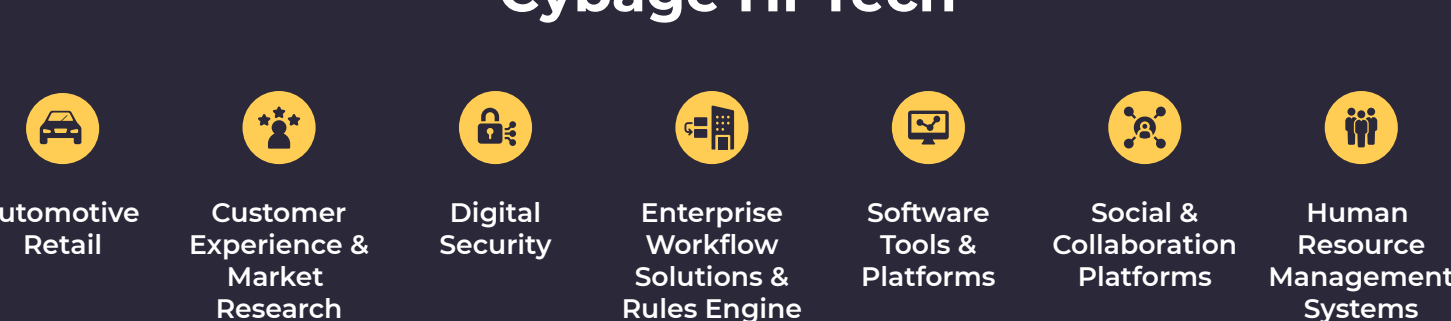
**Code Review**



**Logging & Monitoring**



**Cybage Hi-Tech**



**Digitalizing businesses with hi-tech solutions**

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