CYBAGE
Delivering Value. Scientifically.

Cybage Devised and Implemented Comprehensive Digitization Strategies for a Managed IT Operation Solution Provider to Elevate the Total Human Experience

About Client

A US-based technology services company that offers managed IT services, including network management, cybersecurity, and end-user support, to help organizations optimize their IT infrastructure and focus on core business objectives. With over 650 certified engineers and technical representatives, it serves over 35,000 customers regionally and nationally.

Business Requirement

- Provide a **unified portal** that supports multiple IT operations requirements and their fulfillment, thereby offering a **seamless customer experience.**

- Develop a diverse and expansive marketplace, offering a wide range of IT Infra, hardware, and software licenses for a **seamless self-service experience.**

- **Execute Digital transformation initiatives** to make sure that the portal is modern, supported on **multiple form factor** devices, and always available.

- Implement strategic integrations to broaden platform reach and enable the development of impactful, innovative features that **enhance user engagement and value.**

Solution

- From a concept to an established product, **built a modern unified solution to seamlessly capture customer issues and requests,** ensuring transparent tracking and prompt query resolution

- **Developed a modern marketplace** from the ground up, offering a wide range of 330k products in the catalog to choose from

- **Built a Recommendation Engine from scratch** to provide automated, data-driven recommendations to customers, focusing on security, compliance, and asset management

Outcomes

- Ease of CX resulted in onboarding of **2000+ clients** on the portal within a few weeks of the launch

- Achieved over **80% accuracy** in predicting the right support team in our smart ticket routing solution

- 3rd party integration with MS Partner Center led to an **80% increase in subscription sales**

- Achieved **70% reduction** in user inputs to create a ticket and **90% reduction** in turnaround time of tickets via the portal

Tech Stack

React JS	.NET Core	Microsoft SQL Server 2019	python	Hugging Face	Azure Storage
REST API	Azure DevOps	elastic	XRAY	Azure Monitor	Application Insights

Digitize Customer Experience
Transform your Business with Seamless Digitization with Cybage!