kaapi
SOFT

CASE STUDY

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bmit
technologies

Technical Information Portal
for Technical & Customer support teams

OUTLINE

ABOUT US

KaapiSoft is a growing team of specialist software programmers and developers with a strong experience in developing applications and system solutions across a wide range of business sectors and commercial applications.

Our speciality is delivering software solutions to customers who are in need of outsourcing a particular aspect of their IT in a cost-effective manner.

We can deliver Bespoke solutions to your business including developing rich client applications, database management systems, systems integration and e-commerce solutions among many others.

## 01 WE UNDERSTAND THE SPECIFIC & DELIVER THE PARTICULAR

CASE OVERVIEW

BMIT is a leading organization rendering IT services to businesses needing to securely host their servers and data, outsource their IT infrastructure and have certain IT solutions managed by experts such as remote working, disaster backup, cloud hosting and others.

Two of their teams – the customer support and the technical teams – are the key stakeholders in offering quality support to BMIT's clients and maintaining a consistent level of service.

Kaapi Soft was engaged by BMIT's technical team to deliver a custom-made solution that would drastically optimize both the workflow efficiency and productivity across both teams.

THE PROBLEM
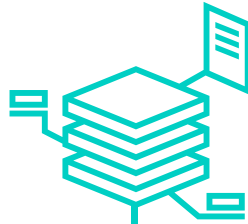
1. Clients would often request data from customer support and technical teams, such as a snapshot of the traffic bandwidth during a certain period, or a report on sudden traffic spikes or loads on the power circuits. This incurred extra load on the teams.

2. The customer support team was using an off-the-shelf ticketing support system that was limited in certain practicalities. This created inefficiencies, extra workload, complexity, and ultimately, a sub-optimal user experience.

3. There was a certain bottleneck in the workflow between the two teams because of these system limitations.

4. Effectively there was a double-sided problem that needed attention: One that was on the client-facing side and the other on the back-office side.
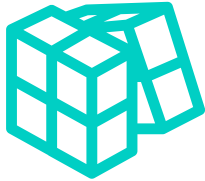
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THE APPROACH

Before going on developing and delivering the solution, we also tasked ourselves to maintain certain steps and processes along the way.

01 We understood the in-house systems & which key information they would want the customer to see

02 We saw how the source data is generated then brainstormed how we can present it in a visual and user friendly way

03 Took note on what type of access and experience BMIT wanted their customers to have such as access control levels and user management

04 Presented visual mockups to show client on how the user interface and data can be presented to their customers

05 A proof of concept how customer will interact with more complex data points – BMIT then chose the specifics and formats

06 Held regular meetings with the client to keep updates and feedback running smoothly

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THE SOLUTION

Customer Support Integration

The portal was integrated with the backend of the customer support system so clients can now create, respond and track history of support tickets

Technical Information Portal

We created a Technical Information Portal which BMIT's clients can access to monitor their services and retrieve information such as data graphs, performance, and status in real time

Service Management

From within the same Portal clients have also the flexibility and control to request other services related to their account such as for instance book a delivery date for new servers

THE OUTCOMES

01 This streamlining offered by the Technical Information Portal enhanced efficiency of workflows between the customer support and technical teams

02 The portal also offered BMIT's client new valuable features such as rich data visualization, and the reporting flexibility such as easily exporting data in different formats

03 Unnecessary workload was reduced by giving the client more flexibility and autonomy to access their data and information about their servers, in real time

04 Customer satisfaction and perception of product quality was drastically enhanced

CLIENT TESTIMONIAL

As a leading data centre serving a number of high profile industries, we wanted to provide our customers with a highly functional and secure portal that integrates with our systems to provide a holistic view of their services hosted with us.

It was clear from the start that Kaapisoft understood our requirements and worked hard to deliver these in a timely fashion. The attention to detail was fantastic and ongoing support provided is great.