



Industry: Oil & Gas

Technology: SharePoint Online

Country: USA

Client Profile:

Headquartered in the USA, the client is a leading provider of biofuel, petroleum, petrochemical, and agricultural commodities. With offices across eleven countries, it specializes in petroleum and petrochemical-based services, with a workforce of size more than 5000.

Challenges:

The client wanted to implement a Helpdesk at the internal level so that all the users can submit the requests through it. Users will be able to submit the requirement to the concerned department by selecting the department while raising a ticketing request. Department Admins will be able to see the requests and manage the same. Admin will be able to manage the requests from all the departments. Here are the prime challenges that we faced while implementing the solution.

- In the earlier system, the employees use to register their complaints in the form of internal challenges via mail.
- As there were many departments and the company had global offices with more than 5000 employees, it was becoming a challenge to track the complaint status for the employees and admins both.
- The client's prime challenge was to set up a process where employees of all departments can come on a single platform and collaborate in terms of their Business Processes.
- Maintaining and tracking the history of the previous complaints was a challenge.
- It was a challenge to prioritize complaint requests.

Solution:

- By deploying SharePoint, we created a cross-company collaboration platform that unites its different divisions, promotes more cohesive and efficient work, and enables a strategy focused on creating synergies between its operations.
- We used Microsoft SharePoint to fuse enterprise business intelligence with web content management features and centralize access to enterprise information and applications.
- We developed a dynamic ticketing system that made it easy for its global employees to raise a complaint or issue with real-time tracking.
- Employees can raise tickets either via mail or through the helpdesk software.
- We used Power BI for the reporting due to which admins could extract the reports and could also know about the due date of pending tickets.
- System notification helped admins to track the tickets in real-time.
- The helpdesk ticketing system is divided category wise like single, region-wise, and department-wise.
- Auto-allocation of the tickets to the concerned department.

KCS Approach

The client has a large workforce to manage. Upon understanding the situation of digital management of the entire system, we suggested them helpdesk software solution SharePoint. The solution aided the client in streamlining the internal challenges and thus resolving it in the minimum time frame. Employees can raise their tickets both via mail and software, which makes the solution easy and accessible for all.

Impact

- It has now become easy for the employees and admin to track the tickets and view & update the status in real-time.
- The client is using the helpdesk system for a long and is extremely satisfied.
- Initially, we started the helpdesk solution in one country but now have extended it to three countries.

Tech Stack



+91 792 657 9333

info@kcsitglobal.com

www.kcsitglobal.com

Global Offices



INDIA



USA



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