

## CC Technology IssueTracker™

DEPLOYMENT YIELDS IMPROVED INTERNAL PROCESSES AND CUSTOMER SATISFACTION

### Client

This financial organisation provides financial products through a network of 170 Public Sector organisations to over 1.5million customers throughout the UK.

### Project Application

In this instance Tracker is applied a major web based software system roll out.

### Situation

The public sector organisations are given access a web based proprietary system, provided by our client, to service to their end customer. During planning it was recognised that the existing Issue management process would need to be replaced and that this was an opportunity to improve client relationships through stronger communication, based on ease of use and simplicity. The client also foresaw that their existing helpdesk may be overwhelmed in support of a roll to 170 UK Public Sector organisations. A web based tool was sought that provided direct access for clients to raise and review the status of their issues.

### Key Objectives

Improve internal operation :-

- Deliver an improved internal process that allows service levels to be improved without raising existing staffing levels
- Make accurate management information available at all times
- No desktop deployment costs for intermediaries or internally

Improve client relationships :-

- Increase the information available to clients
- Improve the communications channels between the organisation and its clients
- Increase internal knowledge of client experience

### Solution

- CC Technology provided a branded installation of IssueTracker which fits with the public persona of the organisation's existing client pages.
- Customisations to meet the exact requirements of the internal processes were added to the core product.
- User roles limit access to features. Clients have access to status

#### Organisation

Financial services product provider

#### Industry

Financial Services

#### Type of Application

Issue Management

#### Solution

CC Technology IssueTracker

- Application Customisation
- Microsoft ASP.NET
- Microsoft SQL2000 Server
- Managed Service

#### Why CC Technology IssueTracker?

Product Features

Extensibility

Track Record

Deployment as managed service

## In practice

- Clients are saving time as they raise Issues and check their status immediately online. Consequently support call hours have been reduced and response times improved by re-allocation of staff to issue resolution.
- With 170 clients using the same software the effort ascribed to managing like issues can be significant. This is alleviated through aggregation of similar issues. This subsequently reduces the time specialists spend carrying out administrative tasks.
- Service Delivery Managers now have immediate access to view all of the issues raised by their clients

## Deployment

Deployment to a server at a co-location site enabled rapid rollout without any impact to the internal IT provision. This service includes a resilient and secure deployment to a dedicated firewall and server configured for IssueTracker. All hardware and network connectivity is warranted through manufacturers, and guaranteed under a comprehensive SLA to provide the highest standard of service.

## Assessment – Business Benefits

- Increased service provision without raising staffing costs
- No internal IT costs for deployment
- Improved problem resolution
- Improved client relationships
- Attractive, intuitive application enabling key service support

### Managed Service or Local Installation ?

With the advent of broadband class internet connections browser based applications like IssueTracker can be installed on a LAN or at an internet farm with very little difference in application performance. This makes client access and remote installation straight forward options.

Installation at a server farm allows the application to be deployed without resource from the IT department and to be configured for client access without needing to consider internal security and network issues.

When deployed within a corporate network, Windows Integrated Security can be used to enable pass through logon whereby IssueTracker grants access on the basis of the account currently logged on at the desktop. All access management can be achieved through groups in the Active Directory

CC Technology can manage the entire server farm deployment and system management as a managed service.

CC Technology provide innovative IT solutions and consultancy to meet the needs of changing business practices. Technical excellence and business understanding form the basis of solutions provided to a client base including FTSE100 companies and enterprising SMEs since 1988 .

Contact us to learn how CC Technology can help you and your business.