

## HELP DESK SOLUTION BY INTETICS HELPS GLOBAL PROVIDER OF IT MANAGEMENT SYSTEMS ATTRACT NEW CLIENTS



*“Thanks to Intetics we have been able to expand our business significantly. It’s been a pleasure working with them - their people know what they’re doing and have improved our platform tremendously.”*

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### OBJECTIVE

*To create a Help Desk solution with customization capabilities and rich workflow for a global provider of IT management solutions.*

### CHALLENGE

The Software-as-a-Service (SaaS) IT Infrastructure Library (ITIL) provider wanted to enhance their product and attract more clients with proper customization and versatile functionality. Their existing system allowed users to customize the support workflows with features such as problem and incident reporting, requests for additional services like disk space, approve change requests, configure items such as computers and routers, and more. To take it to the next level, the product needed to:

- be highly customizable for specific customer needs. This included custom fields, calculated fields, custom rules and custom actions in response to value updates (such as sending emails, creating notes),
- be a fully Ajax-enabled

- one-page application,
- have an advanced security system allowing segregating data between different roles. Authorize user access by using either the internal database or external authentication providers, such as Microsoft Active Directory FS and OpenID,
- support mobile clients.

There was also a need for a special Administration application, which required designing customer user interface (UI) and data processing rules with a “What You See Is What You Get” (WYSIWYG) approach.

### SOLUTION

The SaaS provider turned to Intetics to use its expertise in service management automation. The work was performed in two main directions: back-end infrastructure optimization, and front-end enhancements. One of the main tasks for Intetics was to improve the customization capabilities of the web and mobile applications, which involved not only creating applications but also efficient integration of the front-end and back-end systems.

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**Web Application** – To implement advanced customization capabilities a JavaScript web application was developed. The application was built to generate all HTML markup on-the-fly, depending on user configuration. Meanwhile, customer UI, objects, and business rules definitions were securely stored in the MS SQL database. In effect, using the new web application the client could request metadata for a particular customer and immediately render the appropriate UI depending on the customer-specific settings. As a result, the application ensured highly customized solutions for each tenant. The web application was also integrated with an Administration application, which was designed to enhance customer UI and used an attractive and flexible data processing approach.

**Mobile Application** – Intetics team started from building a proof-of-concept, which was consequently developed into a fully functional application. The team chose to use Xamarin Monotouch as the best way to consume .NET services from backend application and develop the application with the same pool of engineers involved in the project. The mobile application allowing basic incident management and other required features was successfully developed and deployed to AppStore.

## RESULTS

Intetics developed a single-page front-end application and back-end modules with the functionalities included multi-level role access, easy add-ons, processing of queries, diverse sorting opportunities, scheduling options, and automated procedures and administrative support.

Due to the partnership with Intetics, the SaaS provider enhanced their platform significantly and attracted new clients with unique functionality requests. The users benefited from the 24/7 comprehensive administration support that was light, fast and reliable, plus easily controllable and expendable.



## QUICK FACTS

- ✓ *Added versatility due to multilevel control*
- ✓ *2.5 times faster customization*
- ✓ *Increased scalability and business expansion by 200%*