



Robust Designs is a Business Intelligence solutions company focused on financial services, telco, and healthcare sectors. It serves its 40+ customers and over 2,500 enterprise users from its offices in Singapore, Mumbai, and Bangalore.

It used a popular freeware bug tracking system for tracking all its product bugs while supporting the customers. This software failed to meet the requirements of the support team. Clients could not create incidents and had to use email to relay bugs to the support team. Robust Designs support organization was looking for an efficient and proactive help desk solution at an affordable price.



CASE STUDY



Customer

Robust designs



Industry

Business intelligence
solotuions



Deployment

Enterprise within
2 weeks



Solution

Incident management and
Change request management



The Challenge

Robust Designs client support team required a single application that could track all client bug incidents in a single queue. It wanted the client also to be able to log into the help desk system to monitor incidents and create new ones.

Robust also wanted to track and monitor client change requests through the system in a way that the work done and the status is transparent to its clients.



Solution

Wolken ServiceDesk allows Robust Designs to track and manage both bug incidents and change requests in one application, with a feature that allows the clients of Robust Designs also to view the status of its bugs and change requests.

Wolken ServiceDesk allows the support team to monitor each ticket at a granular level and also monitor the change requests through every single phase.

The clients of Robust Designs could monitor its requests, but the technicians at Robust Designs could work on any client incidents and also use the learnings across clients with the use of the Repository search feature.

Wolken Software implemented Wolken ServiceDesk in a matter of 2 weeks and also migrated the entire ticket and resolution history into Wolken ServiceDesk.



Client Speak

Wolken ServiceDesk goes beyond technical bug tracking. It gives us a collaborative platform that brings the project managers, business analysts and developers on both sides on the same page. Project plans, project documents, service requests including screen shots can all be put into iServicehub, and progress and resolutions tracked and commented upon. It gives a feeling to our customers of being in control of their projects. iServicehub pay back is our payments from customers linked to closure of items, the enhancements pipeline requested, and more satisfied customers.

