Solutions for the connected enterprise

Maarga = Enterprise Communication & Collaboration

$M=EC^2$

Ventura

ABOUT CUSTOMER

The client is one of the largest food manufacturer based in United States, with operations spread across the globe. The organization specializes in providing innovative, quality food products and services that meet the needs of their customers.

THE BUSINESS CHALLENGE

The organization required governance for all IT related services. This was due to existing archaic system with manual operations. They were unable to monitor their outsourced teams spread across the globe as they lacked a centralized tracking system. This compelled the organization to go for a completely automated system for request tracking which provides the top management with better visibility and an easy to operate tool for the field executives. They also required appropriate tools that could help determine and guarantee that they are in compliance with the SLAs and other metrics. Considering the intended scale up of operations, the organization realized that the lack of such reports could hamper their growth.

REQUIREMENTS

The customer required automation of their entire process with the following features:

- Automate the entire process flow with very minimal paper work
- Enable instant tracking request system
- Escalation process made easy for tracking requests
- Centralized control of the entire process
- Instant report generation from live data
- Dashboard Solution for IT Governance and Senior Management
- Enable quick summaries of IT Governance metrics
- Enable IT requests across all levels of the organization

MAARGA'S SOLUTION

After analyzing the customer's requirement and their basic IT infrastructure, Maarga proposed a solution of creating an effective Automated Management System. Maarga approached this engagement combining their consulting strengths, excellent administration skills and technicians with strong project management skills, which allowed the client to meet their targets.

TECHNOLOGY USED

- Lotus Notes 8.x
- Lotus Script & @Formula

MAARGA