



A leading bank of Europe used
Test Triangle's test automation
services for creating a
customized online IT helpdesk.

Case Study



**TEST
TRIANGLE**

Trusted Partner in IT Consulting

| Our Client

Our client is one of the most recognized financial institutions in Europe working in the banking and insurance sector. It has about 1500 branches and a customer base of 11 million customers, situated in different countries in Europe.

| Project Challenges

Being part of the financial industry, the customer relationship is inevitable for the growth of an organization. The client was using manual helpdesk wherein each query has to be updated manually. It was a time-inefficient process and required lots of manual efforts. Therefore, there was a need for an automated system, which can store, retrieve and change the status of these queries. The detailed requirements are the following:

- An online helpdesk needs to be created, which can handle the query right from the beginning until it is resolved
- The helpdesk system must be able to segregate the queries according to its subject and send it to its respective department
- The status of the query must be automatically changed, and it should be visible to the customers
- Test Triangle should be able to create a knowledge management system, wherein, the company can store self-help articles

These requirements created significant challenges for the Test triangle's team:

Time constraint: There were lots of functional requirements, which needs to be added in a limited time window

Customized solution: A customized solution needs to be created, which accommodates all the client's requirements.

Talent acquisition:

Creating a customized helpdesk and automating it requires a specific skill set and experience

Setting up ITIL (Information Technology Infrastructure Library) Workflows:

There are several challenges in setting up ITIL for IT helpdesks such as service asset and configuration management, knowledge management and request fulfillment, which made the project challenging.

| Test Triangle's Solution

Test Triangle scrutinized the issues deeply to handle all the customer issues. Several client meetings were organized to get the complete understanding of the project requirements.

- An online service helpdesk was created using JIRA service desk. It was customized to handle the customer queries in bulk amount.
- Single sign-on was facilitated to handle queries wherein employees need to switch between different applications. It was implemented using Active Directory. The employees can access JIRA, JIRA Service Desk, and Confluence with a single identity.
- Additional customization was conducted on screens, workflow, and the custom fields, to address the clients' requirements.
- A succinct system was created so that all customer queries can be handled from a single place. The mail settings were integrated so that the managers have to click only on a certain link to approve the status of the query.
- As the client was a banking organization, security was utmost important in the entire project. Therefore, a provision was made to distinguish between different user groups and control their access to the system. It was a critical stage since appropriate permissions have to be given to each member.
- Confluence was integrated with the JIRA Service desk so that the organization can create its own knowledge management system. The client can populate it with the how-to and troubleshooting articles so that the customers can resolve the common issues themselves.

| Benefits Achieved

- The customized IT helpdesk allowed the client to achieve maximum efficiency with no or fewer efforts.
- Challenges like Queuing, Status Change, notification were automated allowing less or no dependency
- We helped our client to establish high-quality customer relationship services

About Test Triangle

Originally founded in 2012, Test Triangle has become a leader in IT consultancy services providing services in application testing, DevOps, RPA, Custom software development, mobile app development, Atlassian consultancy, niche IT staff augmentation and training in advanced technologies. Test Triangle is headquartered in Ireland; but it also has branch offices in London, United Kingdom, and Hyderabad, India. We have exponentially grown to become a team of 200+ members providing services in different verticals such as Banking & Finance, Utilities, Pharma, Retail, IT & Education etc.

Test Triangle's R&D department has created a propriety platform, Test Outsourcing Dashboard [TOD] which can be used to manage software testing lifecycle using collaboration tools like email, live chat, video conferencing. We have also launched a self-service testing platform (the premium version will be released as SaaS solution), which can provide a project overview and real-time updates of the software development lifecycle.

Over the years, we have established the reputation of being a 'trusted partner in IT consulting'. Test triangle is an agile software company, which constantly strives to exceed the expectations of its clients. We adopt the software testing and software application lifecycle to meet the customer's demand in an efficient and reliable manner. With a global workforce, we have proved ourselves in delivering tight-deadline projects.

We are proud to declare ourselves a client of Enterprise Ireland and European commission.



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