eFACiLiTY® streamlines helpdesk ticketing process across **50,000+ Schools in Chhattisgarh**

CLIENT

Morpho India is one of the largest manufacturers of chip cards in India. Smart Chip Private Limited is a subsidiary of Morpho cards GmbH (Germany) incorporated in 1996 and is engaged in smart cards, biometrics, bank cards, and other related services. Its products/solutions are used in the Indian ID market in the areas of e-governance, healthcare, transport, and banking.

SOLUTION

After extensive deliberations, Morpho decided to implement **eFACiLiTY® Helpdesk and Knowledgebase** for its scalability, customizability, and intuitive features that could work smoothly for an environment that has a flurry of support requests coming in and multiple technicians working in tandem.

BUSINESS CHALLENGE

Morpho Smart Chip Private Limited is the biometric solution provider & kiosk device service partner for all the schools in Chhattisgarh. As a part of this government project, they wanted to implement a helpdesk solution that will enable their operations team to manage all the support requests seamlessly and provide services in a time-bound manner.

The Morpho helpdesk support team was centrally managed to provide support and services to over 50,000+ schools with working technicians in the field. They wanted to integrate every request from the schools mapped to the Helpdesk software so they can keep track and action them or resolve them. The challenge was to automate the ticketing process, track & manage the support issues raised via phone calls with strict SLA's.

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eFACiLiTY® was implemented for Morpho in 2017 to record, track, and resolve service requests from **51,465** schools in Chhattisgarh. Implementing eFACiLiTY® meant that their helpdesk support team can track & monitor support tickets from all the schools on a unified platform i.e., a centralized helpdesk management system.

The helpdesk calls are recorded based on complaints received via phone calls, and OTPs are triggered from eFACiLiTY® to the end-user for authentication & confirmation while resolving the complaint. The ability to record FAQs, links, faults, and solution history in eFACiLiTY® Helpdesk and Knowledgebase enabled the team to address/resolve repeated queries with quick turnaround time. The team either rectifies the problem remotely or if it required a hardware repair, a field engineer is swiftly assigned for the requested services. Priority-based escalations, & escalations based on defined SLAs enabled them to identify complaints that required immediate attention and eliminate significant financial penalties being incurred in the case of SLA breaches.

BENEFITS

Morpho now has an automated service helpdesk that has all their support issues centralized & chaos-free. The ability to assign tickets to specific requests raised helped them to organize and monitor the process effectively leading to **improved TAT, streamlined helpdesk ticket processing & enhanced user experience.** The intuitive features of eFACiLiTY® have helped them in handling incoming requests, delegating them to the correct team member with utmost ease, thus increasing the resolution rate gradually.

Interactive graphical dashboards providing a complete view of tickets raised and resolved with SLAs, and reports based on these findings have helped them gain complete control over the entire helpdesk support process. The admin team has taken comfort in knowing that the services requested are immediately acknowledged, and they have become more efficient with their time utilization. Other benefits include:

- Priority assignment based on the nature of the faults
- Recording of all events throughout the life cycle of a call
- SLA Elapsed, closure time nearing SLA alerts, and breach notifications
- Escalation, prioritization, categorization of calls based on SLAs
- Ability to record solutions and post in the knowledgebase for repeated queries
- Configurable penalty charges

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