

Revolutionizing Ticket Management: **SEA Infonet's** Success with Infraon ITSM



About the Client

Founded in 2009, Terrabit Consulting Pvt. Ltd is one of the leaders in the IT consulting industry across multiple regions. They have a robust client base and growing demand for various IT services, including business process outsourcing, digital transformation, testing, and data and analytics services.

With a holistic approach to technology consulting, the company stands as a valuable partner in steering businesses toward digital excellence.

The Need

Before collaborating with Infraon ITSM, SEA Infonet Pvt. Ltd was relying on email and spreadsheets to channel their requests. This situation led them to manually create customer tickets, resulting in a time-consuming and cumbersome process.

Also, they were unable to track the progress of work, such as first contact resolution and ticket resolution time, along with agent productivity metrics.

Further, they needed a tool to help them distribute the workload among the support agents.

Challenges



Lack of a centralized ticketing system for customer tickets



Unable to track the progress of work within the IT service delivery process



No proper workload distribution among the support agents



What Infraon ITSM Offered

- **Gen AI-based solution** with automated ticket prioritization to optimize service delivery
- **Streamlined SLA management** to ensure compliance
- Tracking of issues through **AI-based trend analysis**
- **Intuitive dashboard** to gain visibility into agent performance
- **No-code workflows** to create customer tickets to an internal system
- **Real-time monitoring of workload** with a complete overview of all the work assigned

Results



50%+
Raise in
Productivity



25%-50
Reduction in
Cost



75%
Improvement in
Compliance

Benefits

- Balanced workload levels and timely completion of work
- Reduced manual efforts during ticket creation and allocation
- Faster resolution time
- Improved service delivery standards across the company
- Detailed overview on agent's performance

Contact

USA: +1 (415) 322-2237

India: +91 80 4656 710

Address

166 Geary St., STE 1500, Suite #254, San Francisco, California 94108, United States.