

How Infraon enabled Infra Wala with a unified, proactive helpdesk module



Challenges

- Tough to manage customer support through spreadsheets
- Manual workflows for creating customer tickets in an internal system
- Unable to track the progress of work
- No clarity of resolution time taken and ownership

Why Infraon?

- Quick deployment of Infraon Helpdesk for spreadsheet-free customer support
- Omni-channel ticket creation, including Email-to-Incident
- Self-service portal for end users with mobile app availability
- Knowledge base articles for agent troubleshooting
- Barcoding for assets and AMC
- Analytics and dashboards for agent load visibility
- Automatic ticket allocation and load distribution
- Detailed insights for individual ticket progress

Results

- < 25% improvement in customer satisfaction
- < 25% increased agent productivity
- < 25% saved cost on IT spent annually
- < 25% improvement in organization compliance

About the client

Infra Wala is one of the leading Integrated Repair and Maintenance Management companies in India. They work with companies across a wide range of sectors, leveraging their specialized expertise to build and offer personalized solutions. These include repair and maintenance, Annual Maintenance Contracts (AMC), an online incident management ticketing tool, and robotic HVAC duct and kitchen hood cleaning.



The need

The client used to handle customer support inquiries through email and uses spreadsheets for tracking these interactions. This method has led to several operational challenges. Firstly, the process of manually creating customer tickets in their internal system is time-consuming and prone to errors. Secondly, there is a major gap in their ability to track the progress of customer issues, resulting in delayed responses and unresolved customer queries.

Furthermore, the existing system did not provide insights into the resolution times or clear ownership of customer issues. This lack of transparency and data hindered their ability to analyze performance and improve service quality. Hence, the client required a streamlined, automated helpdesk module that enhanced how they manage customer support seamlessly.

They also required real-time visibility into the status of customer issues and accountability for their resolution. This would improve their operational workflows while boosting their overall helpdesk experience.

Solution

Infraon Helpdesk was implemented quickly to minimize disruption and immediately boost the client's capability to manage customer interactions. This SaaS-based module removed the need for spreadsheets by providing a unified module for issue tracking and resolution, leading to accessible support processes.

Infraon Helpdesk also came equipped with key features that helped streamline customer support operations. These included:

- **Omni-channel ticket creation capabilities, including Email-to-Incident conversion, to ensure that tickets are tracked across multiple channels**
- **Self-service portal to empower end-users to find solutions, reducing the support load**
- **Knowledge base to help agents in resolving issues faster**
- **Mobile app to improve accessibility for agents on the go**
- **Barcoding for assets and Annual Maintenance Contracts (AMC)**
- **Automatic ticket allocation and load distribution to optimize workload management**

Infraon Helpdesk's analytics and dashboards also provided clear visibility into agent workloads, enabling better management and allocation of resources. Insights were available for each ticket so that every issue could be monitored from initiation to resolution.



Benefits

- >25% improvement in customer satisfaction, reflecting better service quality and faster issue resolution
- >25% more agent productivity, leading to a measurable increase in operational performance
- >25% lesser on annual IT costs - thanks to streamlining of helpdesk operations
- >25% increased organization compliance with better tracking tools and automated compliance processes

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