

# Implementation of Personalized Customer Support Portal for a Leading IT Services Provider



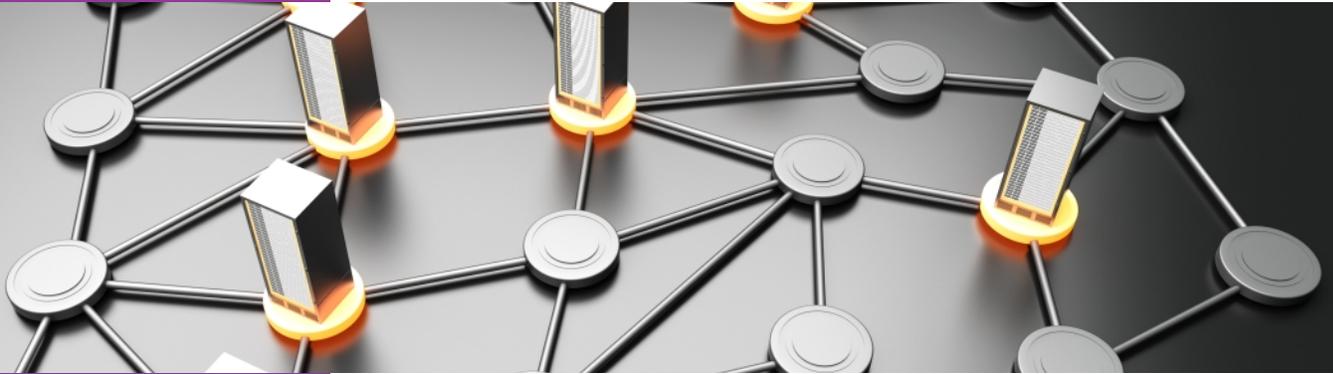
ATTENTION. ALWAYS.



**aspire**   
SYSTEMS  
*attention. always.*

## THE CUSTOMER

Our customer is a leading provider of end to end IT services and solutions for Global 1000 companies. Headquartered in California, our customer fosters clientspecific cutting-edge innovation from its state-of-the-art centers in the United States, the United Kingdom, India, Malaysia, the Philippines, and Mexico.



## THE CHALLENGE



Our customer delivers market-defining solutions to Global 1000 companies and serves as a trusted partner to their clients worldwide. The customer was facing issues with their helpdesk efficiency and it caused bottlenecks in the business operations. They needed a personalized customer support portal for their clients. The challenge was to achieve better data exclusivity for their end customers, where each end customer can see only their data when an instance is shared.

## THE SOLUTION



Aspire's dedicated ServiceNow® team implemented multiple customized customer service portals with domain separation within a short span of time without disrupting their existing business operations. //

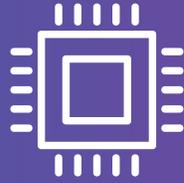
The customer had a fully functional ITSM suite in place. However, they did not have personalized customer support portals for their end customers. The customer support portals could have significantly enhanced their services offering to the end customers. After a rigorous selection process, Aspire was selected as their preferred partner. Aspire's dedicated ServiceNow® team implemented multiple customized customer service portals with domain separation within a short span of time without disrupting their existing business operations.

Thus a personalized self-service portal was designed for the end customers, which caters all their business support needs with improved user interface.

### Highlights

- 1 Multiple domain separated self-service portals
- 2 Built with Bootstrap (technology)

# TECHNOLOGY SNAPSHOT



**Version**  
Fuji

**Work Environment**  
Testing and Production

**No. of Users Handled**  
20000+

**Development Methodology**  
Agile

**Module**  
Content Management System

**Locations Handled**  
USA, Europe, Asia Pacific

**Time to Production**  
16 hours per customized portal

# BUSINESS BENEFITS



Considerably enhanced end customer satisfaction due to improved personalized support.

Dedicated customer support environment minimized manual work.



Operational costs and resolution time was reduced by 30%.

More than 20000+ end users handled successfully.



Extended/continued collaboration with the customer by adding more customer facing portals and other ServiceNow® enhancements.

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## ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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