

## IT Tickets, Compliance & Quality Incident Management Tool



### Client Overview

- The Client is a non-profit organization providing comprehensive health and social services of the highest quality. Every patient is assigned to a primary care provider that oversees the patient's care by working with a team of clinicians. The main purpose of the primary care department is to keep patients healthy and address all their medical and social service needs.

### Project Overview

- Indium developed an end-to-end IT Tickets & incident management system. The goal of the project was to decommission an expensive SaaS based ticketing tool and have an inhouse tool built for compliance reasons.

### Business Requirements

- Bring down the subscription cost for SaaS IT Ticketing system.
- Simplify the support process to
- Create an admin panel to administer, configure & monitor the application usage/metrics
- Have real time in app and email alerts and notifications for all user actions/information

### Indium Solution

- Indium proposed and delivered the Power Apps development to enable end-to-end digitizing of incident reporting with audit trails.
- Designed and developed a Canvas Application for responsive user interface and power automate for workflows.
- Implemented access restrictions with role-based user permissions managed in Azure AD group synced with SharePoint Groups.
- Single-Sign On with 2 factor authentication, and notification Services for Email/SMS
- Approval workflows via email for ease of approval/rejection
- Insightful business intelligence report and productivity tracker

### Tools



Power BI



Microsoft Flow



PowerApps

### Business Impact

- Implementation of Robust application helped the client to achieve return on investment in 4 months
- **6x** reduction in development time using Power platform components/in-built connectors and achieved faster time-to-market
- **Responsive Design** enables the client in accessing the application through different devices with robust security checks.