

# Developed KMS to streamline collaboration and Case Management system for faster issue management



## About the Client

Leader in power generation who are transforming the electricity industry with innovative technologies and digital offerings.



## Business Needs

With disparate data storage systems employees were facing data challenges. Leading to loss of time and efforts. Also, submitting and tracking helpdesk tickets proved to be difficult task with existing system for both support teams as well as the employees.



## Solution

- Team developed a single source of truth with Salesforce KMS and implemented across the organization. Which is based on Lightning platform and is mobile supported
- Various user roles were created to give need based access such as author, admin, owner
- Search function made looking for documents super easy
- Created a section for employees to share their experiences, tips. Which improved learning
- Case Mgt. configuration in a helpdesk tool made logging tickets to support teams very easy
- Redesigned home page with links to company's YouTube channel helped in conveying announcement, news, activities to employees in an exciting way

With single sign-on now employees can access KMS, Salesforce Chatter and Case Mgt. system easily, leading to improved user experience.

