IT WORKFLOW APP FOR A LEADING TECHNOLOGY PROVIDER FOR BANKNOTE AND SECURITY PRINTING, SMART CARDS, AND CASH HANDLING SYSTEMS

SUCCESS STORY

BACKGROUND
Headquartered in Munich the client provides banknote and securities printing, smart cards, and cash handling systems. It caters to central banks and commercial banks, wireless communications providers, businesses, governments, and public bodies.
CHALLENGE

Client was using a traditional way to trace the IT process approvals from the designated authorities due to which they were facing a lot of issues in terms of:-

- Document storage platform that provides accessibility, security and expedited workflow
- Centralized repository for employees to quickly locate data critical to job performance
- Automated workflows for IT, Maintenance and Helpdesk system to reduce overhead
- Dashboards for greater visibility of metrics and analytics for the executive team
- Quick learning curve and on-ramp for users

THE SOLUTION

To overcome these challenges, Progressive designed & developed an IT Approval Workflow Application based on MS SharePoint 2010 to simplify the whole process, have more accurate, error free & fast feedback on the approval process.

- The system "IT Approval Workflow Application" was developed to support IT management and keep track of IT process.
- Streamlined workflows toward intuitive employments, alerts, tracking, updates and approvals and rejections
BENEFITS

With thorough analysis and expert implementation, Progressive delivered the project in four weeks, allowing the client to capitalize on:

- Increased team efficiency and communication with new collaboration tools and centralized data storage that allow for easy information.
- Dramatically reduced maintenance and administration costs for the IT process management.
- Consistent “look and feel” that speeds up user adoption.
- Flexible portal structure which can be extended easily.
- Comprehensive Reports that provide real-time view of IT request process.

ABOUT PROGRESSIVE INFOTECH

Trusted IT partner since 1998, Progressive Infotech provides comprehensive suite of transformation and support services. The offerings span across cloud, digital and support operations, delivered through a matured and scalable service delivery model. In every client engagement, Progressive ensures clients realize higher ROI, stretch the intrinsic value of existing IT investments and are better prepared for emergent market changes.

Progressive Infotech is consistently featured as a “mature vendor for IT Outsourcing” in the Gartner hype cycle report for ICT in India for last few years.

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