



**CASE STUDY**

**APPLICATION SUPPORT  
SHAREPOINT SERVICES**



**CCS**  
technologies

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## About Client

An Integrated Business Solutions technology company based in Norway, catering to the Oil & Gas, Shipping and Energy industries. Their core product (business platform) is designed and developed to improve business processes, quality systems, customer relationship management, OH&S and other core functions of any business serving the energy and shipping industry.

## Business Need

- ▶ Required ongoing support and maintenance for their Business Application that was being used by over 100 end customers globally
- ▶ Required monitoring, maintenance and support of their own infrastructure set up across multiple farms.
- ▶ Provide 24X7 support

## CCS Solution

- ▶ Developed and operates a SharePoint based ticket system with the client to handle all support requirements
- ▶ Provided a team of dedicated and experienced SharePoint developers to handle full support of the client solution
- ▶ Highly experienced team of SharePoint administrators to manage and maintain the cloud-based infrastructure
- ▶ Adopted process driven operations for support
- ▶ Established and follow a standard operating procedure for disaster management and recovery
- ▶ Conducting regular knowledge transfer and technology update sessions within the team to ensure all resources have sufficient experience, knowledge and confidence to provide a seamless user experience

## Business Impact

- Efficient customer support for all the end customers across the globe by providing best of resources and technology
- Significant reduction to the costs and effort spent by the client in directly providing support to their customers
- Automated notification process in the ticket system ensures that the customer users are regularly updated of their ticket progress



Technology Platform : Microsoft SharePoint

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