



CASE STUDY

COMPLAINT HANDLING SYSTEM IMPLEMENTATION

QUICK FACTS

INDUSTRY:

- Technical services

SELECTION CRITERIA:

- Comprehensive and up to date expertise
- Experience with international multi-site scenarios
- Customer handling and cooperation
- Coaching and training services
- Support of cooperative development
- References
- Flexibility

PLATFORM:

- SharePoint Server 2013

TECHNOLOGY:

- SharePoint
- ASP.NET
- jQuery

CUSTOMER PROFILE

Our Client is the subsidiary of a leading provider of technical services. Its main activities include technical investigations, controls, supervisions and certification procedures.

EXPECTATIONS:

The Client's main expectations regarding the implementation of the Pilot Complaint Handling System:

- IT support for specified business processes
- To dispel the fears of the IT headquarters regarding the IT risks of the implementation; enabling the installation of custom developed components for servers with shared use
- To assess the efficiency of the professional collaboration between the supplier, the company and the quality of the supplier systems
- Managing complaints in the system.
- Training and improving the competencies of the "SharePoint-responsible" professional appointed by the Client.

CHALLENGES:

The parent company of the company group is using Microsoft while our Client used Lotus based systems. So a primary goal was to fit into the central solution by implementing SharePoint based solutions instead of their present technologies. Their intention was to establish a long-term, multi-system collaboration because our Client did not have any IT support at all for several business processes. Furthermore, regarding the challenge of the implementation was the fact that our Client has an external IT department, which meant that a basic condition of the development had to align with the global headquarters as well.

OUR CLIENT WAS LOOKING FOR A RELIABLE SP PARTNER IN ORDER TO ASSESS THE PROFESSIONAL COLLABORATION BETWEEN THE SUPPLIER AND THE COMPANY WITH THE HELP OF A PILOT SYSTEM. THIS ASSESSMENT WAS TO BE IMPLEMENTED THROUGH DEFINED DIMENSIONS, TO WHICH THE COMPLAINT HANDLING SYSTEM WAS CHOSEN BY THE CLIENT.

HYPERTEAM'S SOLUTION:

The implementation and progress of the Complaint handling system project defined by HyperTeam was helped by the following milestones:

- **MANAGING COMPLAINTS IN THE SYSTEM**

In terms of transparency of deadlines and tasks, complaint management has an important role. During the development of the system the Client's needs were clarified through several personal consultations. Furthermore a system oriented flow chart was prepared, on the base of which the bilingual development (Hungarian/English) of the system was started.

- **OBTAINING THE HEADQUARTERS' CONTRIBUTION**

After the initial development, the system was presented to the domestic representatives of the Client's company group and to the IT specialist of the parent company as well. Taking into account the international IT needs and ensuring the expertise and reliability of our colleagues during the system development were all important factors regarding the approval of the headquarters.

- **TRAINING OF THE APPOINTED PROFESSIONAL**

Our Client's goal was that one of their experts would undertake a key role and take part in the migration of their former system. Since this was an important condition needed to be fulfilled: the developers can develop systems with minor complexity and improve the existing SharePoint systems. In order to reach their goal, our Client decided to choose the coaching service of HyperTeam. During the coaching and training the professional could get to know SharePoint. Learning the default functions on a deeper level and the potential development process also included the specification and transfer of development skills.

- **PREPARING A DETAILED INSTALLATION DOCUMENT REGARDING THE PILOT SYSTEM**

EXPERIENCE

The high standards of our work and the effective collaboration with our Client made it possible to install our Complaint Handling System after the successful Pilot.

Our greatest success regarding the system introduction: by increasing the transparency of tasks and deadlines, the effectiveness of the operation was simultaneously improving as well.

Thanks to the project IT support of several business processes our long-term relationship with our Client was solidified.

Details of Complainant			Flowchart
Complaint ID	Created by Teszt Péter	Complaint Status Create complaint	Role System Administrator
Complainant Type	<input type="radio"/> Returning Complainant <input checked="" type="radio"/> New Complainant	<input type="text"/>	
Date of customer visit	<input type="text"/>	<input type="text"/>	
Complainant Name	Complainant Phone Number		<input type="text"/>
Complainant Email	Complainant Postal Address		<input type="text"/>
Comment <input type="text"/>			

Description of Complaint (The field cannot be empty!)	View history
<input type="text"/>	

Attached documents	
<input type="text"/> Tallózás...	<input type="button" value="Add document"/>

Other Information about Complaint	
Department <input type="text"/>	Case Type <input type="text"/>
Complaint Manager <input type="text"/>	Due date of composition 2014.10.29. <input type="text"/>

Operations
<input type="button" value="Back to Complaints List"/> <input type="button" value="Save"/> <input type="button" value="Create complaint"/>

ABOUT HYPERTEAM

HyperTeam provides Management Consulting Services & IT Consulting.

Our knowledgeable consultants deliver measureable results & improve business outcomes. We help organizations to utilize technology to transform & optimize business processes, improve operational performance, manage risk and compliance.

HyperTeam is a Microsoft Certified Partner and ISO 9001:2008 Certified company. Learn more at www.hyperteam.com.