

INDUSTRY

Banking & Financial Services

One of India's leading online share trading portal offering trading on BSE and NSE across Equity, Derivatives, Currency Derivatives.

The company deals in various financial services ranging from brokerage services to life insurance and general insurance, private equity and other investment-related services through subsidiaries

Value Creation Modules

Support & Enhancements

Dedicated support and enhancement model with defined SLA, along with system enhancement.

System Stabilization

Dedicated Ops manager to manage the shift handover process along with the dedicated SLA and escalation matrix.

SIP Calculator

Development of modules like SIP calculator, frontend design and applications

Back-end Design | CMS

Managing high volume data related production issues and managing contents along with CMS

Multi Language Support

Managing the large enquires coming through different regions and languages.

Personas



- Ops Manager
- Shift Team
- Functional Consultant
- Integration Architect
- Application Engineers

Products & Technologies Used



Platform



financial services
cloud



Mutual Fund
Insurance

INDUSTRY

Banking & Financial Services



CHALLENGES

- Support process engagement and turn-around time
- Identified backlogs and enhancement features.
- Efficient utilization of CMS
- Content creation
- Weekend Support
- On the go web portal maintenance

- Managed service with dedicated SPOC
- Designing the CMS for web portal
- Managing the content and traffic
- SLA based backlog management
- SIP calculator for end users
- Managing huge traffic volumes
- System Optimization
- Enhanced reporting for the admin perspective



SOLUTION



BENEFITS

- Optimized system with integrations.
- Better control over backlogs.
- Reduced support turnaround time
- Contemporary system as per the requirements of the business.
- Performance fine tuning at the functionality Enhanced system architecture
- Better control over traffic
- Enhanced content for the website