



TELEHEALTH

DIGITAL ASSURANCE

End to End app portfolio management

Development, QA and
Customer Support



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OVERVIEW

Our client is a leading global consumer products company.

Offering creative products and solutions for our customers through a diversified portfolio of well-recognized and widely-trusted brands..

The client sought our help to enhance their app capabilities from engineering, QA and customer support perspectives.

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CHALLENGES

- Limited delivery team's bandwidth leading to a long list of pending features, enhancements, fixes and best practices to be implemented
- Struggling to maintain all apps while launching new apps
- Poor customer support and response due to limited customer care teams.
- Limited testing of the old apps resulting in an increase of customer complaints due to defects/issues
- Challenges in implementing best practices in software development on cloud, QA, databases and customer support
- Inability to track and close customer support issues on a priority

SOLUTION

- **We put a dedicated team of developers, testers and a customer service team** to look after the complete portfolio of apps so the client's team could work on other priority tasks
- **Customer service team to keep a close eye on all platform and Call Centre tickets, to have quicker resolutions.** Our customer service team also respond to customer complaints
- **Integrated solution to work seamlessly** between customer service, Dev and Test
- **Plan for scheduled and adhoc deployment** as per the need
- **Regular updates** for all the apps
- **Best practices to track issues** end to end.

RESULTS



85%

Improvement in app updates



24x7

Customer service tracking problems and service requests to closure



Enhancement of their product lines in quality, performance, security, scalability and availability



90%

Test coverage increased of product functionality

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Localization



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