



**Transforming a complex
government initiative into a
seamless e-Management
ecosystem**

Introduction

The government wanted to allocate natural resources for public use by digitalizing the processes to ease its functioning. Post implementation the process eased up but the management of these did not. Since it was a government project a lot of stakeholders came in place to be managed and maintained. The user landscape varied over geographies, types, and sizes.

Each stakeholder came with their own requisites and role in the system. Based on their part in the ecosystem, the system was personalized with the necessary information to be shown.

At a glance

Industry

Government

Location

India

Challenge

Managing and Maintaining the project to allocate natural resources for public use

Success Highlights

Impiger's Managed service enabled the client to achieve a zero-incidence ecosystem by automating and managing the digital process of allocating natural resources for public use



The Challenge faced by the Client before using Impiger's Managed Services

The project was intended to be serving multiple parties simultaneously with the appropriate information across ecosystems. Since the project was that of the government, users of the application were huge in number and included users of all knowledge levels. The core challenge was to integrate all the sub-units into a single system that could easily be maintained.

The stakeholders in the system included supplier portals, resource site management portal, logistic management portal, people management portal, government monitoring portal, and end users. Each stakeholder had a different concern to be addressed and each challenge was diverse. These diverse challenges needed to be tackled differently and cautiously. All the incidents raised were too large to be handled without the appropriate support system.

The entire application was in a revamp phase due to a government order that instructed the department to make several changes. These changes were in place to ensure the public benefited maximum from the operation. The project demanded taking care of the users and data from any uncertainties during these change transitions. Making changes to the existing system was quite tricky. More so the government did not want to own the change management as the focus was on other priority task, and this was not under their purview.



Why the Client chose Impiger

Impiger being involved in this project from the initial stages made it easy to have a holistic view of the development and operation of the application. Based on the quality and timely delivery of the project and the depth of managed services capability demonstrated by Impiger aided the client in taking the decision easily.

Impiger's strength under the managed service umbrella was the ability to make sure that all the processes were aligned to follow the guidelines of the ITIL framework. The SOP (Standard Operating Procedures)

framework drafted by Impiger was to the point aiding in delivering the best quality for those who implemented it.

How Impiger handled the project

- Impiger as a highly dedicated managed service provider focused on metrics and standards. In an effort to integrate all the sub-units, the changes were made in phases enabling the team to handle one set at a time. The strategy behind the phased adoption was to ensure nothing was left behind unnoticed and the system transitioned seamlessly.
- As always, in the signature Impiger style, a virtual team was set up to analyze the kind of difficulties the users were facing before coming up with a user-friendly manual. Post the analysis and based on the data gathered a knowledge repository system was also designed. The system was designed to suit the convenience of the local users.
- A dedicated team was provided to handle the integration, ensuring that the existing development did not get affected. The support team was appraised about the impact analysis and was subsequently equipped with the necessary SOPs to handle uncertainties of any nature that would arise during the change transition. After a lot of strategic planning and preparations, the changes and the integration were implemented successfully. Post the changes, the application was closely monitored for over a week to ensure the integration was implemented seamlessly and functioned as expected.
- Impiger handled shorter turnaround time with near 0% defects by quickly setting up a war room team to dedicatedly work on the change management. The team ensured that our operations followed all the necessary parameters to comply with the security audit standards



The results

The managed service efforts brought to the table were very helpful for the government to easily transition and make changes as necessary without any hassle. The key pointer to note was the astonishing support and efficiently equipping the environment to thrive through the change process.

| Value-add Provided | Benefits Reaped |
|---|------------------------------------|
| Stabilized individual | Seamless app performance operation |
| Data integration | Reliable and meaningful data |
| Minimized downtime | Enhanced efficiencies |
| SOP framework | Risk mitigation |
| Self-help tools - Knowledge repository system | Improved FCR and CX |

Based on Impiger's expertise as a managed service provider such a tricky situation was handled with ease and in a timely manner. Challenge us with such tricky and complex situation and we would be glad to hack it and fix it for you in a unique way.

Having trouble identifying the area of support? We would be glad to perform an audit consultation to identify and help ease your situation.

Talk to us for a demo of our software today!



For more information, contact: sales@impigertechnologies.com
visit: www.impigertechnologies.com

About Impiger Technologies

Impiger Technologies is an 18 year old technology organization with expertise in the field of Mobile, Cloud, Web, IoT, AR, RPA and AI Technologies, catering to industries like Manufacturing, Logistics, Retail, Healthcare, Finance, and Services. With over 300+ professionals spread across the globe, Impiger has assisted businesses ranging from Startups to F500. We have built 500+ mobile apps, 350+ web portals, and 100+ automation and engagement solutions.

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