

CASE STUDY

GIL Levelled-up its Business Performance with Go4Customer.com



IT Companies



Indent Forms



Rate Contracts

Gujarat Informatics Ltd. (GIL) is one of the leading companies established by the government of Gujarat that promotes IT services and accelerates the process of e-governance in the state. The company primarily focusses on digitalization of Government organizations; training of CIO's, developing applications, and signing MOUs with leading companies, including Microsoft, Reliance and Price Waterhouse Coopers.

BUSINESS CHALLENGES

The company lacked in accessing requisite technology and co-ordination of the information flows, which was a major bottleneck in formulation and implementation of GIL e-governance policies.

The other barriers faced by the client included:

- Inefficient training resources
- Cluttered training modules
- Inadequate technology
- Improper phone lines, CRM issues
- Frequent IT issues
- Lack of Infrastructure
- Security Threats
- HR Issues

In addition, the company lacked a robust Call center infrastructure, training modules, and IT skilled resources to maintain and manage technological infrastructure, leading to disorganized workflow. Therefore, the client required a unified system to co-ordinate, integrate and improvise Technical/HR/Security and other resources for swift process completion.

BUSINESS SOLUTION

Go4Customer performed and executed a detailed study on GIL e-governance and IT policies. We found that the company largely required well-equipped infrastructure, technology, training modules and security provisions, for swift implementation of IT services and e-governance strategies.

The scope consisted of the design and development of the portal and application, infrastructure, hand holding support for the application, maintenance and training. To ensure fast-collaboration, streamlined processes, uninterrupted business flow, we offered following solution to the client:

SOLUTION OVERVIEW

Organization: GIL
Industry Vertical: E-governance
Country: India

Organization Profile:

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Business Solution:

Go4Customer offered the GIL:

- Improved BCP for Disaster Recovery
- Resizing the Infrastructure
- Point to Point Leased Line

Benefits:

- Enhanced customer satisfaction by providing the citizens of Gujarat with easy access to IT government services and information
- Shorter TAT for various processes and service implementation
- Helped them to implement robust and innovative strategies
- Streamlined work flow due to increased automation and computerization of processes
- Lower costs by using our well-equipped infrastructure, trained resources, and organized work approach



Support to Facelift Business Operations

After comprehensive business operation analysis, our experts designed a concrete strategy to fill the deficient gaps. Our robust training modules incorporating right knowledge and user-friendly approach, prepared by our professionals helped the client to conduct successful and insightful trainings. Moreover, in-depth briefing sessions and latest updates helped them to improvise service standards.



Technical Help Desk

Our expert professionals evaluated existing system meticulously and offered them optimal technical help desk support for instant resolution of CRM issues, software/hardware upgradation, installation/uninstallation/reinstallation of OS, call landing issues, and disturbing phone lines.



Unmatched BPO Infrastructure Set-up

For smooth flow of business operations, we provided GIL an unparalleled BPO setup, which includes dialers, CRM suite, headphones, PRI (Primary Rate Interface) lines, certified trainers, and enterprise-level security to eliminate every single point of failure. Also, our experts assisted them to streamline their recruiting/hiring process right from job profiling to staff training, technological upgrades, and reporting. This has significantly augmented the quality of service, reduced cost and improved compliance.

BUSINESS BENEFITS

The engagement with Go4Customer provided the GIL with following benefits:

- Enhanced customer satisfaction by providing the citizens of Gujarat with easy access to IT government services and information
- Shorter TAT for various processes and service implementation
- Helped them to implement robust and innovative strategies
- Streamlined work flow due to increased automation and computerization of processes
- Lower costs by using our well-equipped infrastructure, trained resources, and organized work approach

We are content with the holistic support provided by Go4Customer to streamline our business operations in a cost-effective way.

ABC
Gujarat Informatics Ltd

THE CONCLUSION

GIL was able to successfully improve its business performance by leveraging our well-formulated strategies, training modules, and recruitment policies. The client's decision to partner with Go4Customer was the excellent choice to enable e-governance at a faster pace. Go4Customer is a flagship brand of Cyber Futuristics that delivers real results to global business, guaranteeing a level of inevitability that no other business can match.

To know more about services, reach us at <http://www.go4customer.com>