

# Enhancing Partner Support with a Ticketing System

## Business Use Case:

SAMCOM is a leading distributor of tech products with a growing network of channel partners in in MEA region. As partner inquiries and support requests increased, the distributor faced challenges in managing and responding to these queries effectively. The existing manual support management process was labour-intensive and lacked visibility, causing delays in issue resolution and potentially impacting partner satisfaction.

## Challenges:

- Manual Partner Support Management
- Overwhelmed with Partner Queries
- Lack of Visibility into Support Requests
- Inefficient Issue Resolution

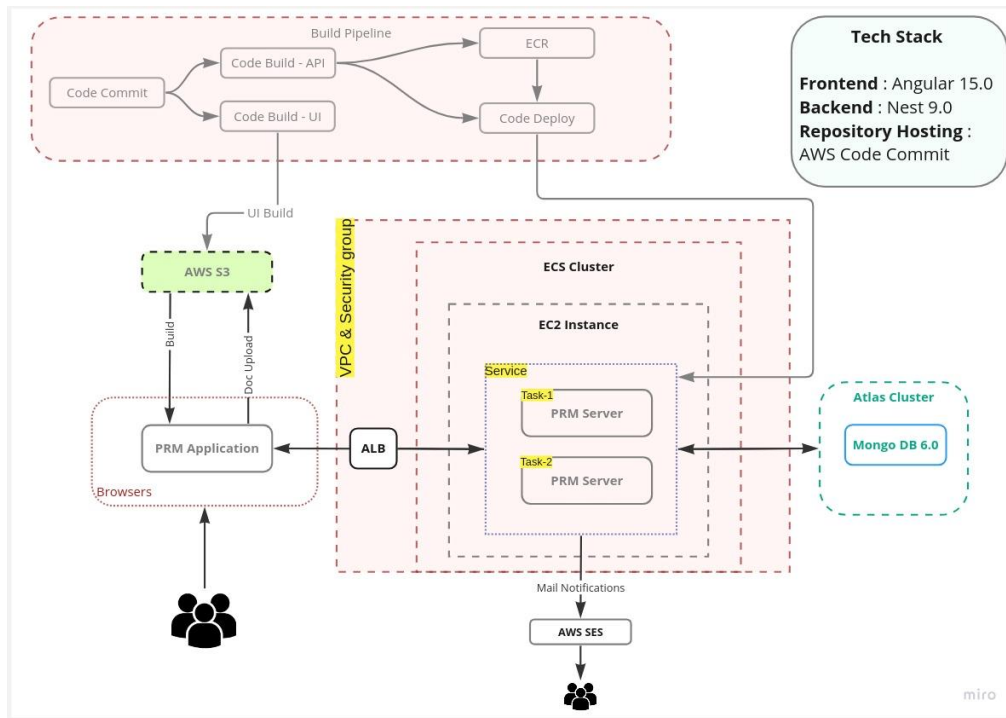
## Key Takeaways:

- Streamlined Partner Support Workflow
- Enhanced Partner Satisfaction
- Efficient Issue Resolution
- Data-Driven Decision-Making

## Solution: Partner Relationship Management (PRM)

Intel-CS offered a custom build platform custom tailored for SAMCOM partner Support Ticketing System. Key features of the ticketing system include:

- Integration with partner relationship management
- Multi-Channel Ticket Submission
- Real-Time Ticket Tracking
- Knowledge Base Integration
- Automated Issue Assignment
- Unlimited agent and partner support



## Tech Stack: Cloud-Native design on AWS

- MEAN Stack: Leveraging MongoDB, Express.js, Angular, and Node.js for end-to-end JavaScript development.
- AWS ECS: Utilizing AWS Elastic Container Service for scalable container orchestration.
- MongoDB Atlas: Managing data in the cloud with MongoDB Atlas.

## Results:

- 50% Faster Issue Resolution
- 40% Decrease in Support Workload
- 60% Increase in Partner Satisfaction
- 70% Improved Support Response Time