



ITSM Advisory Services for
**Interpretation and Translation
Services Provider**

Client Profile

A market leader in providing interpretation and translation services using various customer contact channels by leveraging the power of contact center technology and multilingual interpreter talents.

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com



Business Benefits

- Sensiple helped by enabling the support organization leaders with existing knowledge solutions to embrace the concept of knowledge centered support.
- Not only was a solution designed but also the baseline documentation development assistance was provided to make sure that the organization is in the right path towards maturity and dependency risk mitigation.

Business Challenges

- Effectively use existing tool investments and enable the journey towards self-service for end users and first line customer support staff.
- Improve retention rate of support requests at first and second level support teams.
- Eliminate single person dependency for custom developed in house and cloud application support.

Solution Provided

- Sensiple explored various tool investments within the organization to make sure that all available options are assessed to determine the right option that is ease to use and configure.
- Stake holder feedback on knowledge documentation development priority and design were collected to define the initial phase of the knowledge management initiative.

- Sensiple's knowledge authors and technical writers with experience in the areas of technical support worked hand in hand with the client team analysts and SMEs for developing content.
- Established an SME assignment based review process to qualify knowledgebase articles.
- Training, brownbag and knowledge sharing sessions were conducted to make sure that all the team members embrace the concept of utilizing a centralized knowledge management solution for support and user documentation.
- Self-help video tutorials were developed to train users and analysts on best practices and navigation.
- Ongoing publishing, content authoring ownership and approval processes were established to govern the knowledge management portal and ensure quality of articles.

Reach us

info@sensiple.com
www.sensiple.com

