

Whizible-JIRA Helpdesk integration

Reduce issue resolution time and improve profitability



Whizible helped DSS integrate JIRA helpdesk with Whizible Helpdesk to reduce customer issue resolution time and improve profitability and eliminate the need to change the enterprise software, saving valuable project resources

Direction Software Solutions

Information Technology and Services

Direction Software is an IT Consulting Company offering E-Business Consulting and other Bespoke Solutions on .Net, Java & Open source platforms, a Microsoft Gold Partner practicing Microsoft Dynamics NAV & CRM and also offering Business Intelligence and Mobility Solutions.

Executive Summary

Direction Software Solutions (DSS) improved their project portfolio performance and profitability by implementing enterprise software [Whizible®](#). They were using Whizible to track and manage their [customer service desk](#), but they found that most of their customers were using JIRA as a helpdesk software to raise service requests. DSS was satisfied with Whizible, since it offered an end-to-end software solution for managing all processes and requirements for monitoring their projects portfolio. So they did not want to change to JIRA. Instead Whizible implemented an integration solution and resolved the problem.



This was a win-win situation where both, DSS and their customers, saved time and expenses on changing their enterprise software systems.

DSS has a client base of more than 100 spread across 10+ countries. DSS is present across many segments of the IT services and ITES industry such as - software development, testing, support, infrastructure maintenance, using diverse technologies and different business models.

Challenges

DSS offers many services across segments of the information technology industry such as cloud-based solutions, an overseas development center for SME customers, BPO services, outsourced support & maintenance, application support & maintenance, software development and testing using various technologies.

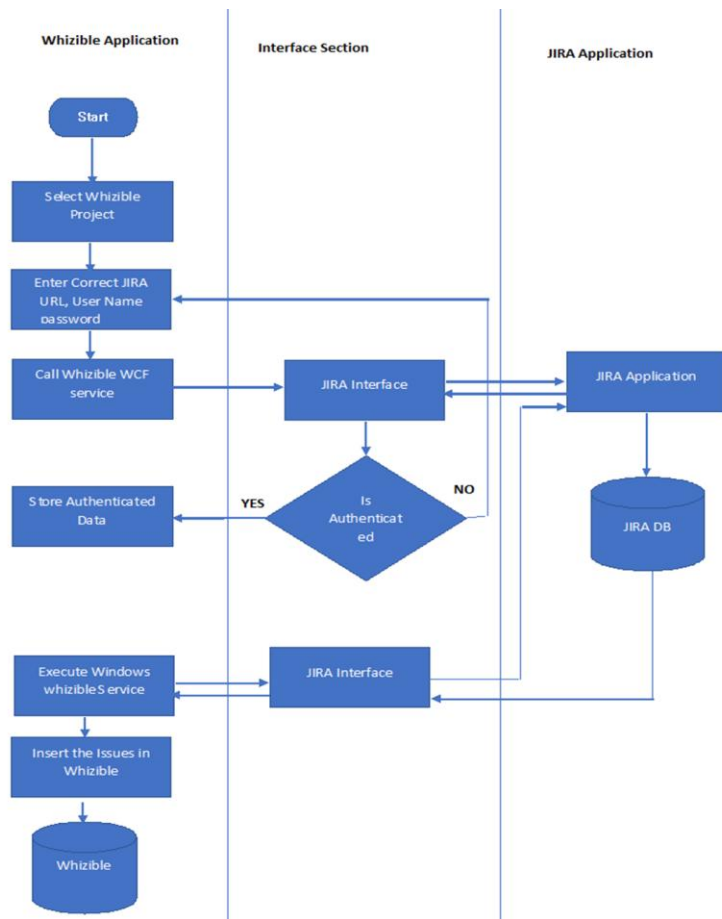
DSS was using Whizible to manage their [project portfolio](#) and also the Customer Service Desk or Helpdesk, but most of their customers were using JIRA Helpdesk to raise and track their service requests.

DSS was keen on tracking and managing the support, implementation, development and testing of all types of projects in one single system and did not want to change their helpdesk module.

Whizible team offered the solution by offering to integrate JIRA helpdesk with Whizible customer service desk.

JIRA Integration with Whizible helped DSS to reduce customer issue resolution time and improve profitability

Whizible integrated JIRA with Whizible Helpdesk. See the flow diagram of the integration.



Results

DSS customer issue resolution became more efficient and the Whizible – JIRA integration eliminated the need for duplication of efforts of DSS customer service team of rewriting the help tickets in Whizible improving the issue resolution time considerably. This, thereby, improved profitability for DSS and their customers.

