



Success Story – InfoVista



“Deployed in less than a month, our self-service portal built with Cirrus Shield allows us to better serve the community of our customers worldwide.”

Laurent Joly – Vice President Worldwide Customer Care and Cloud Production - InfoVista

Challenges Faced by InfoVista

InfoVista, leading provider of software solutions for managing network performance, wanted to offer to its customers a new support experience by deploying a self-service portal. This portal had to be connected to the case management environment used by customer service teams to manage the support requests.

This portal had the following objectives for the customers:

- Let them see details and progress of their cases
- Allow them to communicate with the support team
- Provide a secure channel to send files to the support
- Contain a form to submit new cases

The speed of deployment and control over data visibility were important factors for InfoVista regarding the choice of the solution.

Reasons for Choosing Cirrus Shield

In order to replace the free customer portal functionality of Salesforce.com, InfoVista had the choice between Salesforce.com’s Community Cloud native solution and another solution from the market. The main constraints of InfoVista were:

- A hard constraint on deployment time with a target delivery in production within one month of starting the project.
- Little internal resources available for working on the project.
- A limited budget.

Cirrus Shield was selected because the solution allowed InfoVista to meet the three required criteria while bringing the following advantages:

- Integration capabilities to easily connect the portal to the support team’s case management tool.
- A rich set of functionalities that let InfoVista envision complementing its portal with new functionalities in the future.

Results

A Self-Service Portal Deployed in Record Time

The self-service portal based on the Cirrus Shield platform was deployed by a team of 2 persons in 20 days, including all the required functionalities and fully integrated with the management tool used by InfoVista's customer support teams.

The project also had minimal impact on InfoVista's resources with a minimal but recurring involvement required by the Agile nature of the project management approach.

Complete Integration with the Existing Case Management Tool

An integration between Cirrus Shield and the case management tool (Salesforce.com) used by the support was built for this project to provide a seamless user experience:

- Portal users management: creation and de-activation of the portal users is done by the support teams directly from the contact details page in the case management tool used by the support.
- Data synchronization between the case management tool and Cirrus Shield: cases created in the case management tool are automatically synchronized with Cirrus Shield including the data sharing and visibility rules, enabling customers and users of the portal to access their requests as well as those submitted by their collaborators from the same company.
- A communication tool between customers and InfoVista: portal users can communicate with InfoVista's teams on their specific requests through the portal. They can also create new requests and send files that are attached to the corresponding request.

A Portal Seamlessly Integrated with InfoVista's Website

The support portal is available directly from the website and displays the logo of InfoVista, so that the company's requirements in terms of visual identity are met. All actual or potential clients don't have the same expectations, thanks to the new support portal built on Cirrus Shield, InfoVista can handle customer requests in a timely manner and provide a service with the high standards that made its reputation.

InfoVista is the global leader in solutions for managing network performance. 80% of the largest telecommunications service providers, over 250 mobile operators and a large amount of companies and public administrations rely on InfoVista solutions to deliver IT services among the best in the industry and with an optimal network utilization of the network.

InfoVista's expertise and constant innovation give its customers unequalled visibility and control over their networks, applications and the uses of their customers, across all their services, technologies, and network domains whether they are made on the fixed, mobile or corporate WANs.

Want to know more about Cirrus Shield:

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