



Helping A Client with Post-Production Support

The Client

The client is a well-established name in the financial industry, offering a range of financial services and products. They serve an enormous client list, including those from the dental industry, and require post-production support for one of their key products.

The Challenge

Software integrations are challenging, and the job is not complete after integration. Post-production support plays a vital role in ensuring that any issues are promptly identified and resolved.

The client required post-production support integration for one of their products. They have a vast client list from the dental industry and other industries.

Veltris was entrusted with maintaining solutions, managing systems, and providing comprehensive support for both technical and non-technical issues. The primary goal of this project was to establish and maintain strong partnerships while delivering seamless integration support to the client.

Our Solution

To offer our best support and solutions, we first had to analyze and understand the client's system, architecture, and development portal. It provided us with an understanding of how their integration process works and how we can offer them the appropriate support.

Whenever an issue arises, we promptly investigate the system to identify the root cause, coordinate with the appropriate team on the client's side, and implement a resolution. In certain instances, we also engaged with the client's external partners to troubleshoot more complex problems. Our team's deep understanding of APIs enabled us to resolve these issues efficiently and with minimal disruption.

The client has API logs that appear in Postman & Splunk, and we went to Postman and/or Splunk to look up the logs. The client also wanted to incorporate ServiceNow as a one-stop shop for tracking, managing, analyzing trends, and categorizing issues. ServiceNow offers products for IT, employees, creators, and customers.

Veltris's team has prior experience with ServiceNow, which we could bring to the table to help the client get started. Veltris went beyond the standard scope of support and helped the client map out the current and future state of Business Processes using Service now as the new tool. We were able to achieve the following:

- » Helped the H&W team analyze and document support processes using Service Now as the new issue management tool.
- » Created comprehensive Service Now dashboards, with dashboard views & reports on Issue trends by partners/timelines/activity & states for management & team members.
- » Worked with the Partner Relations & Escalations team to integrate ServiceNow as a central tool for tracking & managing Partner Issues.
- » Get a deep understanding of the Syf Partner integration with various CareCredit platforms.
- » Communicating & Supporting partners with Post Integration Support issues.
- » Triaging, analyzing, and resolving Partner issues, in collaboration with the SYF development team & Partner Technical support teams.

Results

With our constant support and guidance, the client was able to effectively switch their time and resources to other aspects of the business. It has widely improved their efficiency and productivity. One main benefit that our client had was an integration guide that we shared with them. This guide helped the client understand integration and the APIs to use. Their development team constantly refers to this guide for information.

Key Benefits

- » Real-time support for any technical and non-technical issues.
- » Improved productivity and efficiency.
- » Customer satisfaction for the client.
- » Our Integration guide helps the client's Dev team.
- » Our expertise in ServiceNow helped them get started.

About Veltris

Veltris is a Digital Product Engineering Services partner that delivers next-generation technology and industry solutions across the healthcare, technology, communications, manufacturing, and financial sectors.

Veltris enables clients to build, modernize, and monetize smarter products and platforms powered by Connected Industry AI solutions. Through an experience-centric approach, agile delivery, and differentiated talent, Veltris helps businesses optimize product development cycles, monetize platform investments, and drive transformative outcomes in niche micro industries.