Application
Support Services

Scale and Support Critical Business Applications

MNJ®

Empowering Digital Workplaces

In today's world, a customer is connected with the brand more than ever. It has become imperative for consumer brands to be responsive and deliver anytime-anywhere services. A high-performance technology infrastructure with robust backend support can enable them to meet these dynamic business needs and ensure smooth operations.

To implement and manage a responsive, scalable, and high performance technology infrastructure, it is critical to have an application support team that can operate in 24/7 environment, is agile and can withstand all crisis.

MNJ Software Helpdesk leverages industry best practices and rich domain expertise to provide best-in-class Application Support Services essential for a digital workplace. A multi-tiered troubleshooting approach supported by domain-led technical knowledge helps in faster issue resolution, positively influencing user experience and creating operational efficiencies.

Flexible Service to Meet Your Needs

End User Support: Incident Management, Access Management, Service Request Management, L1, L2 Support, Support for Multi-Channel Engagement

Application Support: Configuration Issues, Troubleshooting, Software Installations, Case Management, Quality Assurance

Transition Services: Change Management, Service Readiness and Improvement, Service Prioritization Based on Business Needs

80%
First Call
Resolution
Rate

Less
Than 3%
Abandonment
Rate

Ticket
Management
System for Request
Prioritization

Benefits:

• Improved Total Cost of Ownership (TCO) by cross utilization of resources across LOBs.

• Enterprise grade ticket management system for request prioritization and management.

• Knowledge Management platform for reduced downtime and faster issue resolution.

• Detailed level reports for end user IT analytics.

Why MNJ Software?

• Committed to simplify complex customer interactions while delivering a seamless experience, MNJ Software provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 5+ years.

• Managing highly differentiated customer experience for 3+ brands globally.

• Employs more than 100+ customer experience and technology specialists around the world, has 2 state-of-the-art delivery centers, and worldwide operational presence.

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