

# CASE STUDY

## Self-Service Portal for Configuration Management

### OVERVIEW

Neutrino developed a self-service portal for a technology company, empowering their users to manage and request configuration changes in a streamlined and efficient manner.



### CHALLENGES

- 1** The company had a complex and time consuming process for managing configuration changes.
- 2** Users had to rely on manual requests and approvals, resulting in delays and administrative overhead.
- 3** Lack of visibility and control over configuration changes led to potential errors and inconsistencies.

### SOLUTIONS

- Neutrino designed and implemented a self service portal that allowed users to submit configuration change requests, view the status of their requests, and track changes in real-time.
- The portal integrated with the company's configuration management system, ensuring accurate and automated configuration updates.



## Tech-Stack/Solutions Implemented

- ✓ Custom self-service portal developed by Neutrino.
- ✓ Integration with the company's configuration management system.
- ✓ Ansible, Java, Angular, docker.
- ✓ User authentication and access controls for security and data protection.

## RESULTS

- ✓ Improved user experience by providing a self-service portal for configuration change management.
- ✓ Reduced administrative overhead and manual intervention by automating request submission and approval processes
- ✓ Enhanced visibility and control over configuration changes, reducing the risk of errors and inconsistencies.

## BENEFITS

**50%** Slashed down configuration change request processing time.

**100%** Improved user satisfaction and productivity by enabling self-service configuration management.

**70%** Reduces configuration errors and inconsistencies.

## TESTIMONIAL

“ Neutrino's self-service portal has transformed the way we manage configuration changes. Our users now have control, visibility, and efficiency in managing their configurations, resulting in improved productivity and accuracy. - **IT Manager, Technology Company.** ”

## REMARKS

The implementation of a self-service portal for configuration management has empowered the client's users, streamlined processes, and improved accuracy and efficiency in managing configuration changes.



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