SharePoint
Workbench

ABOUT
GTconsult

GTconsult is a cutting edge consultancy that is technologically driven and provides bespoke productivity solutions that leverage off collaboration software.

With offices all over South Africa, **GTconsult** is fast establishing itself as the consultancy of choice that focuses on clients' feedback and desires to improve their businesses. Further, the company offers services across key global destinations which include the US and the UK.

GTconsult began as the brainchild of **Bradley Geldenhuys** and **Craig Tarr** who are still key stakeholders in the company and are accomplished technological experts in their own right. Having established a name in the industry through dedication to the core belief that technology could be implemented more effectively, the modest company has grown into the proud business that it is today.

From its roots in beautiful Cape Town, the company confidently ventured out to the rest of South Africa with branches in Durban and Johannesburg. With customers growing rapidly in key global destinations, the company opened an office next door to Microsoft campus in Redmond, USA.

Our team of certified SharePoint consultants, architects designers and infrastructure and cloud experts cover all your SharePoint needs. We live by our motto, Everything SharePoint.

Further, we are Microsoft Gold partners for, Cloud Productivity, Collaboration and Content. We are recognised as a key Microsoft business partner and have been awarded Nintex Premier Partner for three years in a row. Further, we are consistently finalists in the Microsoft Partner Awards and Nintex Partner Awards.

GTconsult is a Gold Content and Collaboration Partner, has achieved partnership credentials in SharePoint Deployment Planning Services (SDPS), and is an active member of the prestigious Business Critical SharePoint Program (BCSP).

Our experience in sectors is broad and focuses on industries such as financial, to telecommunications, fashion, industrial and media. We never compromise on service excellence and our business acumen and strategic planning capabilities are bolstered by a number of our key staff members holding MBA's from respected tertiary educational institutions.

GTconsult prides itself on giving back to the community. Many of our team at GT are regular speakers at SharePoint Saturdays and Information Worker community events. Companies can benefit from our knowledge and understanding of IT, not only because of our experience and certifications on the subject but because of our passion and dedication.

We are great at what we do, and we undertake every project with the passion we have for technology. Central to our service offering is showcasing credibility across all client touchpoints and then closing with professionalism that gives clients the peace of mind that their every need has been taken care of. We have grown faster than any of our competitors because we are geeks that are passionate about technology and love what we do.

SharePoint Workbench
with GTconsult's A-Team

GTconsult are redefining the way you use SharePoint with software as an application. Our responsive, high performance workbenches are a platform through which you can access and manage queues of information.

Businesses find themselves managing queues for Helpdesks, for Client Onboarding, Managing projects and task or simply providing functions like change control, issue risk management, or tracking compliance and incident reports. No matter what you using these queues for the challenges remain:

How do we get information into the queue?

How do we allocate tickets?

How do we view all aggregated data relating to a ticket?

How do we link subtasks?

How do we manage the ongoing allocation of tasks?

How do we gain visibility into the active tickets and task?

How do we report on the performance and resourcefulness of our staff?

GTconsult's workbench provides the answers to these questions. Our Framework leverages the power of SharePoint to store all list information which it retrieves using the Rest API in single page applications. This framework ensures you data is presented quickly and reliably on any of the SharePoint platforms, being on-premise of in the cloud.

The workbench solution answers the above questions in the following ways:

How do we get information into the queue?
GTconsult uses our bespoke import of data from Mail Addresses or allows you to capture tickets directly from the system. Rules allow managing of ticket responses to tag existing tickets with email responses to those ticket.

How do we allocate tickets?
Tickets can either be automatically allocated to staff members or a router can manually allocate tasks.

How do we view all aggregated data relating to a ticket?
Our dashboard provide ticket centric views of data as well as audience targeted queues to point users only to their data

How do we link subtasks, feedback and messaging?
Any implementation of a solution needs to show a solid return on investment.

How do we manage the ongoing allocation of tasks?
Enhance capabilities such as bulk task and ticket reassign processes allow ongoing management by managers and supervisors

How do we gain visibility into the active tickets and task?
Audience targeted views allow users to view all of their tasks and tickets, with clear indicators showing overdue items. Notifications provide insights into new data and quick interaction with tickets and tasks.

How do we report on the performance and resourcefulness of our staff?
Management dashboard provide real time reporting into the underlying data - including Overdue tasks, Staff relevant reporting, Age Analysis and performance tracking reports.

Any implementation of a solution needs to show a solid return on investment.

The GTconsult workbench solution has shown value delivery through reducing workforces, improving the speed to go to market, improving client satisfaction and great improving monitoring of tickets and subtasks.

A team
SHAREPOINT EXPERTISE

GT
CONSULT

SharePoint Workbench
Features

- Web based
- Responsive
- Office 365
- No Page Refresh
- Multiple Sources - Mailbox
- Notifications
- Auto Allocation based on logical rules
- Manage all client documents in one location
- Link claim to similar, related or previous claim
- Tasks Management
- Feedback Internal & External
- Manage emails with attachments
- KPI metrics for Due Date
- Reporting
- System Log
- Integration to Office 365
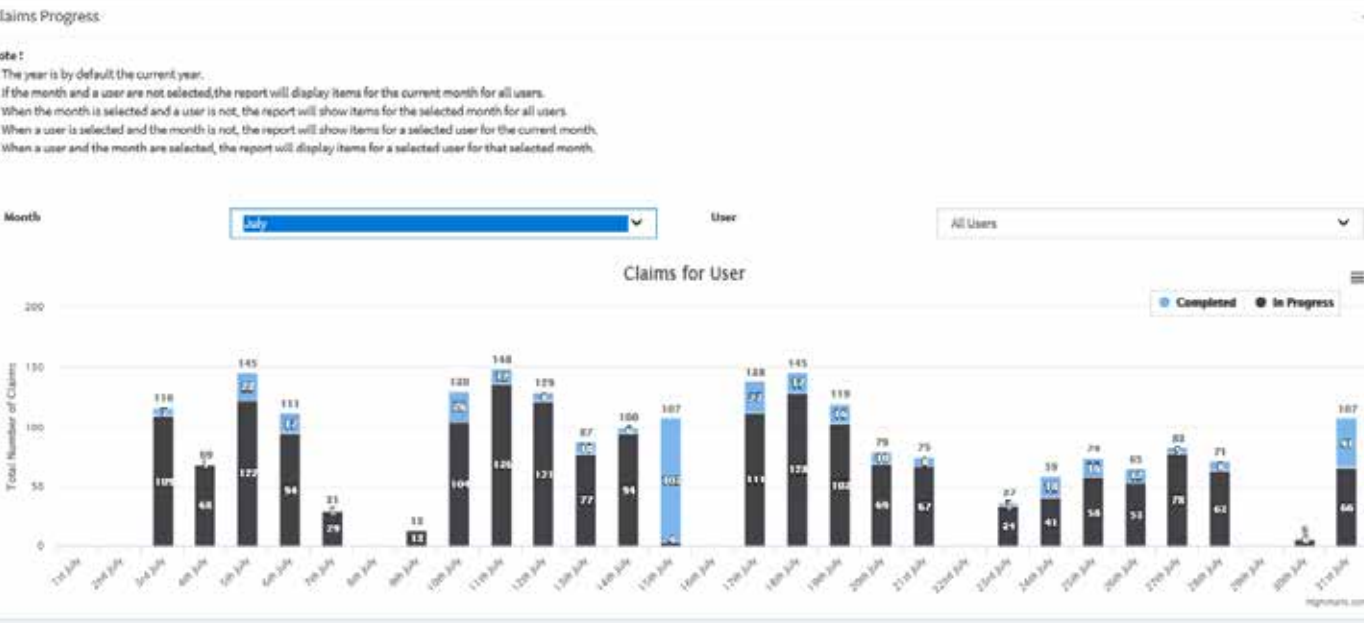
Screenshots
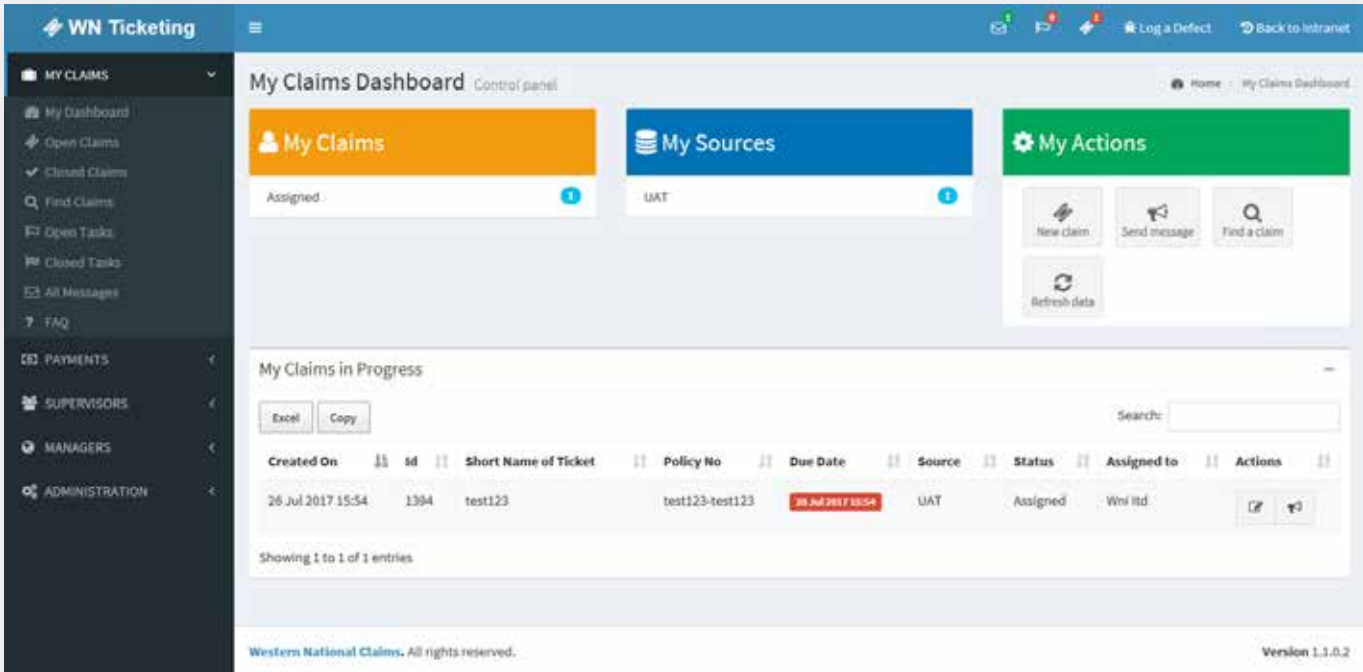
User Dashboard Rest Refresh And Filter Capabilities
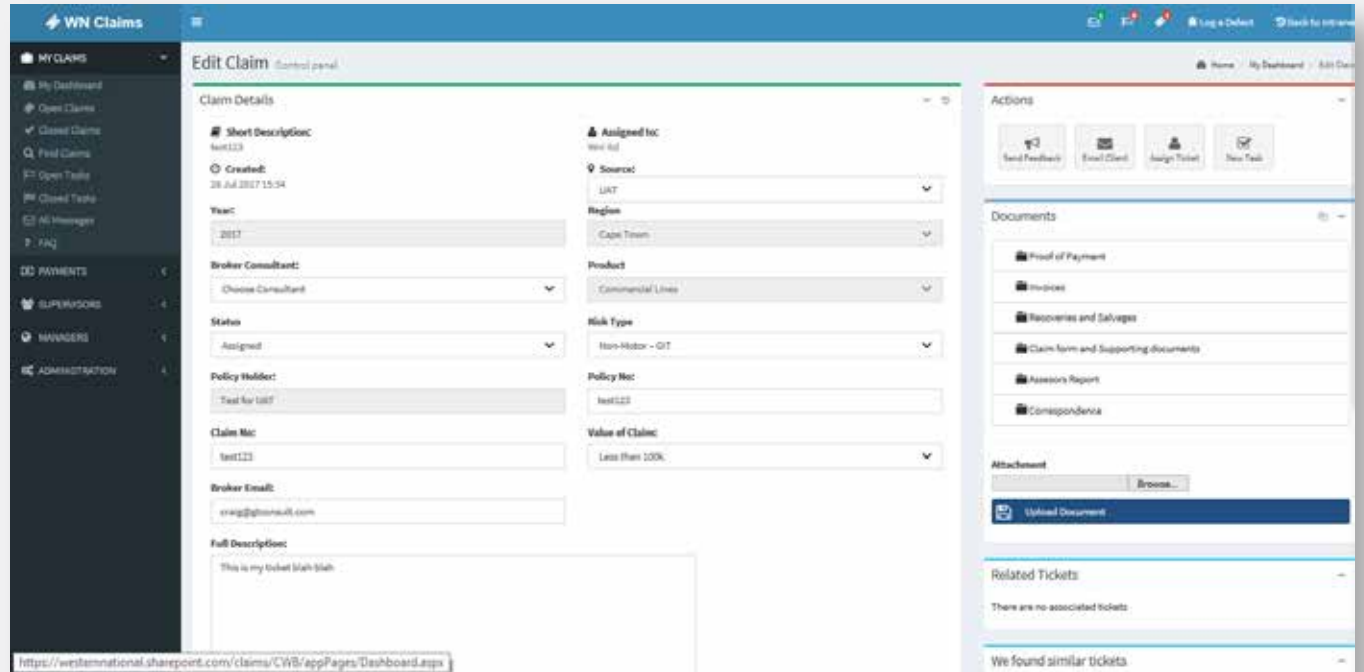
Ticket screen integrated to SharePoint Folder Structure
Action buttons for interacting with client and internal staff to:

- Send Internal Feedback
- Email Client
- Assign User tasks
- Create Sub tasks

Related and Similar tickets using SharePoint search and match function to look for possible duplicate tickets
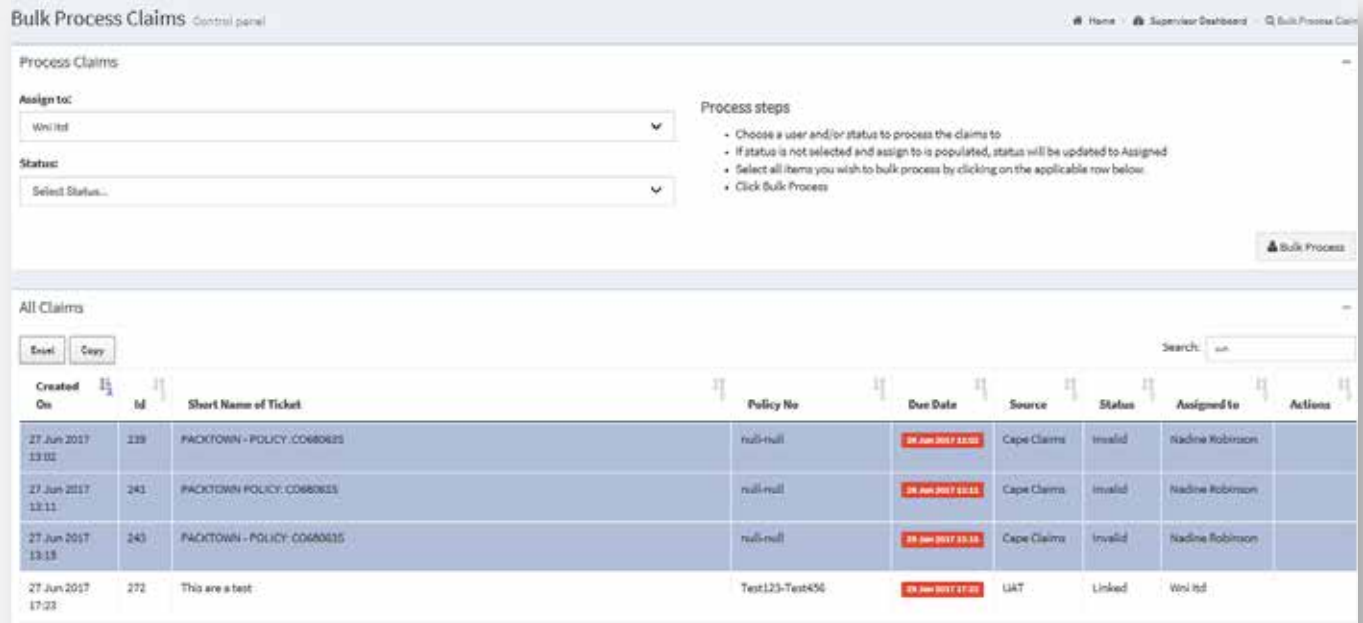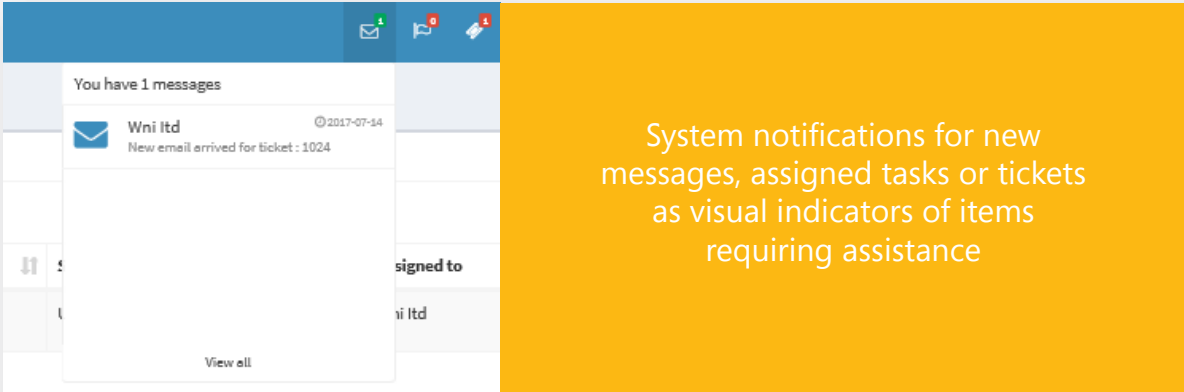

Bulk Process reassignment of user tasks if staff are off.
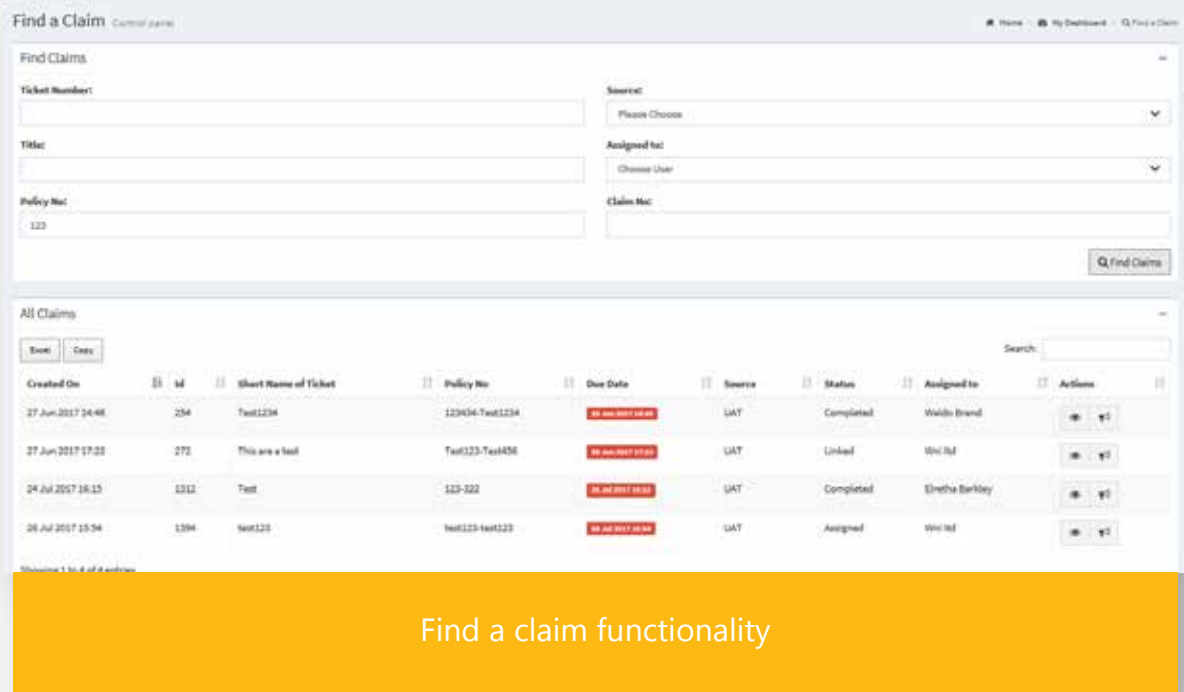

Monthly realtime reporting of overall productivity of solutions

Screenshots

System notifications for new messages, assigned tasks or tickets as visual indicators of items requiring assistance

Audience targeted menu based on SharePoint / AD user groups.

Find a claim functionality
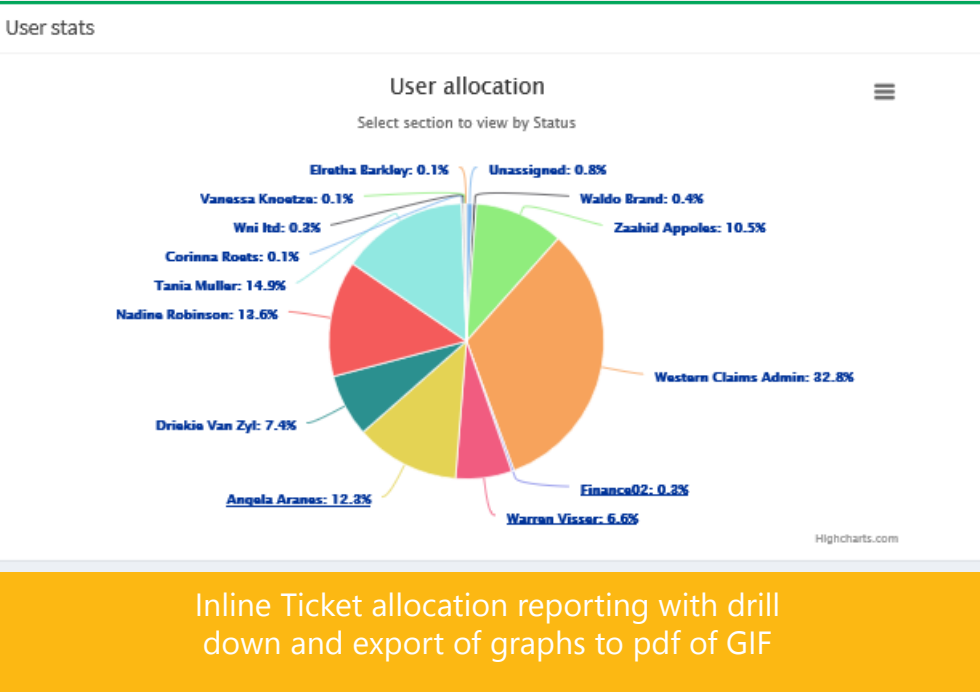
Inline Ticket allocation reporting with drill down and export of graphs to pdf of GIF

Open claim dashboard with inline filtering of data and ability to export to Excel or clipboard.

Contact Us

To find out more about how **GTconsult** can provide improved productivity please set up a demo with our dedicated account managers.

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hello@gtconsult.com | +27 869 990 372 | www.gtconsult.com