

CASE STUDY



Information
Technology Resource
Authorization/
Change Request(ITRAC)

“ Mercury insurance group is an insurance firm based in California which provides Low rates, excellent coverage and a local agent who’s there in every step of the way “

the .NET way



GET A QUOTE

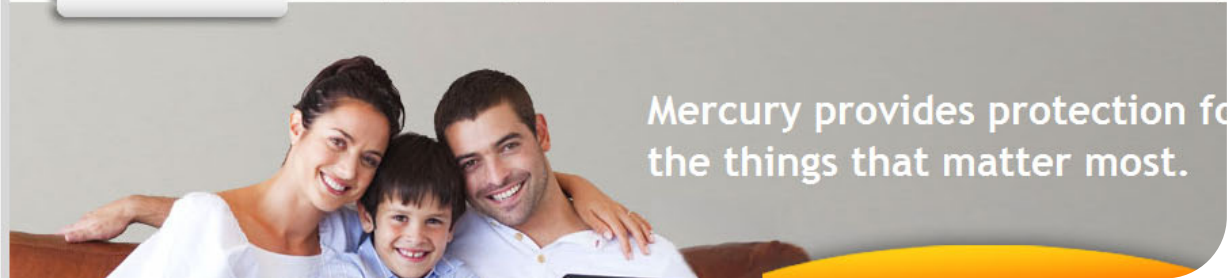
FIND AN AGENT

OUR PRODUCTS

CLAIMS

MAKE A PAYMENT

Call (800) 956-3728 to get a quote or find an agent.



About Project

- It's an IT management software
- Takes IT requests and provides required Approvals
- Automates the regular process of ticket raisings & solving issues

Business Challenge

The Company requires an “IT management system” to have a self-serviced web-based front end so that any employee from any end can submit a request/ticket at any point of time.

GET A QUOTE FIND AN AGENT OUR PRODUCTS CLAIMS MAKE A PAYMENT [M M M](#)

Call (800) 956-3728 to get a quote or find an agent. [En español](#)

» CAR INSURANCE

You may be a responsible driver. It's everyone else we're worried about.

That's why Mercury is committed to providing you with optimum coverage, so you're protected no matter where the road takes you. With Mercury, it turns out you don't have to sacrifice quality for price or service for price or... let's just say you don't have to sacrifice anything at all. Your local agent works with you from the very beginning, to make sure you get every discount possible along with the proper amount of coverage, so that nothing is left up to chance.

Not too much, not too little, but just right.

The right amount of coverage is essential. Mercury offers a variety of coverage options to protect you and your passengers, your vehicle and the other drivers you encounter on the road. Our most common policy coverage includes:

- Liability
- Collision
- Comprehensive
- Medical
- Personal Injury Protection (PIP)
- Uninsured/Underinsured

*Additional protection includes rental-car coverage and roadside assistance.

The hunt for extra savings.

Your Mercury agent may uncover available discounts, which means the amount initially quoted could be just the start of your savings. You could receive discounts for:

- maintaining a good driving record;
- insuring multiple cars with Mercury;
- participating in certain professional associations;
- installing an anti-theft device;
- maintaining good grades in school;

GET A QUOTE

ZIP CODE GO

» RETRIEVE SAVED QUOTE

MORE INSURANCE TIPS

Cheap Insurance
The Hazards of Low Quality Providers

Safety Ratings
Understanding Car Safety Ratings

Auto Accident Claims
Auto Insurance & Fender Benders

Car Repair
Mercury's Customer Authorized Repair Service (CARS)

Teen Driving
Putting Your Teen Behind The Wheel

[See all tips](#)

JIVA Solution

- To Provide “IT management ticketing system”
- To synchronize ticketing systems with the respective departments of the firms
- To provide a better interface to handle & manage the ticketing system
- To customize the ticketing systems as per company's requirements

Benefits

- Overall helpdesk software solution
- Incoming ticket generation
- Manages the ticket workflow
- A full ticket history is available
- Automatically notifies managers
- Greatly speeds resolution of end-user and customer issues
- Allows for better issue tracking and resolve issues
- Includes tools to track the tickets
- Tools to alert support representatives
- Customer interface displays ticket history Priority and notification features
- Tickets can be added to knowledgebase after being resolved

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Highlights

- Sox Compliance
- Approval & Control operations through Email
- Workflow Customizations as per clients' requirement.
- Integrating with other applications like ServiceNow, etc.
- User based Active Directory.
- Audit Report generations.
- Assigning proxy admins
- Compatible to any Industry



Details	Edit	Delete	Requested Services	Description	File
			New Hire IT Services Bundle - Mobile Equipment - Standard Laptop Kit		
			Mobile Accessories - Laptop Bag - Standard		
			Mobile Computing - MD Laptop		