CASE STUDY 04 / MANUFACTURING

IT help desk tickets down a third in one quarter

Power Apps • Power Automate • SharePoint

Maintenance and IT requests arrived by phone, WhatsApp and email, with no tracking. A simple help-desk app with SLAs, auto-routing and a self-service portal changed how the plant operates.

35%	Fewer repeat tickets
4 hrs	First response time
100%	Requests tracked, none lost

“We can see the backlog now. Before, it was invisible.”

Plant IT Lead, manufacturing client | Stack: SLA timers, auto-routing, self-service portal

Get the same result: book a free assessment at codebyteltd.com/contact or call +234 902 983 6468.