

## Building an interactive online platform to enable convenient and efficient anxiety management

OneAssist is in the business of managing anxieties that plague our everyday lives by functioning as a one-stop shop for assistance services. It helps people handle the loss of important belongings such as mobile phones, wallets, credit cards or official identification and so on. It provides customers the convenience of contacting one single place or number that would assist them with secure solutions such as blocking phones and bank cards, and restoring data. OneAssist wanted to be available to its customers both through a contact center as well as through the web.

- **Customer Profile:** In the business of providing assistance services for the loss of wallets, mobile phones, credit cards, and so on.
- **Business Need:** An interactive online platform to be used by customers and partners
- **Happiest Minds Solution:** Build the critical customer-interaction application which involved providing a customer-facing portal and a CRM system used by call center executives.

### Snapshot of Case Study



For OneAssist, providing a best-in-class customer experience was of paramount importance and it was keen on utilizing technology to achieve that goal. To enable it to go to market with this innovative business idea, OneAssist required a platform which would allow interaction with its customers over different platforms and ensure information integrity was maintained when transacting with different entities. Owing to the nature of its services, OneAssist became a storehouse of personal and confidential information. Therefore, OneAssist was also eager to implement a solution that would help them maintain the privacy of its data and customers.

Happiest Minds helped OneAssist build the critical customer-interaction application - it involved providing a customer-facing portal to ease the buying process, an operations system meant for operations people and service partners, and a CRM system used by call center executives to service customers effectively.

To make the online portal both safe and comprehensive, features such as identity protection, mobile protection, wallet protection and travel assistance were added.



By providing efficiency and convenience to cater to their customer's every need, OneAssist was empowered to manage anxieties arising from loss of critical personal devices and data.

Customer interaction application	
<p>Happiest Minds was involved in the following aspects:</p> <ul style="list-style-type: none"> <li>■ DB Design</li> <li>■ Technical Details and Specifications</li> <li>■ Implementations of best practices</li> <li>■ Support and Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>■ Technology used               <ul style="list-style-type: none"> <li>● Oracle 11g Standard Edition</li> <li>● Oracle Data Modeler (Free tool)</li> <li>● Oracle SQL Developer (Free tool)</li> </ul> </li> <li>■ Java</li> <li>■ SugarCRM</li> <li>■ OpenCMS – CRM Content Management System</li> </ul>

### Happiest Minds

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable **digital transformation** for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, **infrastructure management** and **security services**. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.