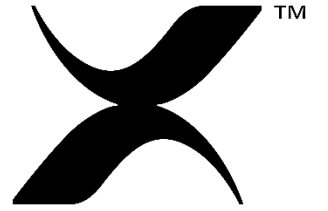


# Dexian Successfully Provides Application Development and Helpdesk Ticketing System



## **PROBLEM:**

The client needed operational and maintenance support for USCIS's office networks, but lacked oversight to ensure compliance with project goals.



## **SOLUTION:**

A team of process specialists and service desk managers led client transformation through business process modeling (WebSphere) and standards development. They ensured model quality and alignment with technical artifacts, while managing support ticketing.



## **OUTCOME:**

USCIS transformation: Modernized agency-wide processes (forms to person-centric) and implemented a reliable helpdesk ticketing system.

## **CASE STUDY:**

Technology and  
Telecommunications

## **CLIENT INFORMATION:**

A British company that primarily acts as a contractor for the provision of government services in the sectors of health, transport, justice, immigration, defense, and citizens services