EDITION

November 2026

iTechnoSol Inc.

PROJECT OVERVIEW

Internal help desk for a background verification company

Verification teams across India and APAC log issues on the web, each with an owner and a status, with reports by team. Delivered in phases.



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CLIENT

A background verification company working across India and APAC

INDUSTRY

Operations and logistics

PLATFORMS

Web

THE REQUIREMENT

Internal teams raised issues and enhancement requests for the company's verification platform without one place to log, route and track them.

WHAT WE BUILT

We are rebuilding the platform's support module as a web app with a matching API on React, MUI, Node.js, Express and MongoDB. Tickets are raised by category, support type and sub type, and marked as an issue or an enhancement. Staff sign in with email and a one-time code.

THE OUTCOME

As designed, each request gets a ticket number, an owner and a status, and reports show team performance and the types of support requested. Delivery is in phases and still in progress.

CLIENT PROJECT

What it does

In short: every request gets an owner and a status.

Raise a ticket

Category, support type, sub type and details, with attachments and the people involved.

Issue or enhancement

Each ticket is marked as a fix or an improvement, so the two can be planned separately.

List and board views

A filterable list and a kanban board where a card moves only to the statuses allowed next.

Masters

Category and support types, priorities, SLA policies, business hours, teams and canned responses.

Email and OTP sign-in

No passwords to manage, and sessions log out automatically.

Roles and rights

Module-level rights decide who can see and change what.

Reports

Team performance and the types of support requested.

BUILT WITH

React · MUI · Node.js · Express.js · MongoDB · AWS · GitHub Actions · Git

PLATFORMS

Web

SERVICES

- Web application development
- Custom software development

WORKING WITH US

How a project runs

The same four stages for every project, with working software early and the option to stop after any stage.

STAGE 1

Audit

We map the current process and agree on a first release.

STAGE 2

Trial

A working version on your data before the full build.

STAGE 3

Build

Weekly working demos, integrated with your systems.

STAGE 4

Go live

Rollout to one team, then company-wide.

INCLUDED IN EVERY QUOTATION

- Written scope with dated milestones
- Testing before delivery
- Documentation for your team
- Weekly working demo
- Code in your repository from day one
- Free bug fixes in the warranty period after launch

OUR PROMISES

- **NDA before anything**
- **You own all the code**
- **Your first call is with a founder**

Planning something similar?

Send us a few lines about your project. A founder replies within 4 business hours with an indicative cost and timeline, free and with no obligation.

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