



## Enhancing an existing customer portal solution Adding value to clients for Ark Data Centres



### EXECUTIVE BRIEF

Our client, Ark Data Centres, is a leading data centre developer, owner, and operator. Ark provides data centre solutions to large enterprises and governmental departments.

They sought to add further value for their clients, so decided to increase functionality to their online client portal. They contacted us as we have extensive knowledge with Microsoft Azure to build upon their existing portal solution.



### THE CHALLENGE

Ark 's key focus for this project was to add value for their userbase and differentiate its services. They required additional development services to enhance user functionality on their existing customer portal solution.

They wanted to be able to quickly find a user who calls or emails without having to manually identify their company name or code. They also required an audit log to document history of associated portal events, available to all users.

Additional requests by Ark to included enhanced functionality on the back-end for admin and support staff.



### THE RESULTS

We developed and implemented several features into their existing portal system to improve UX and backend processes. Our work is ongoing with Ark but we are delivering the solution well on time while keeping them closely informed throughout the process.

With the development work continually going live, customers are constantly seeing enhanced functionality when using their customer portal.

## Our Partners

