

Case Study

Modernization of a Legacy Incident Management Platform

To transform incident operations into a governed, scalable, and real-time service capability



PROJECT OVERVIEW

When incident management is manual and scattered, teams struggle to track progress. Outages last longer, and customers feel the impact. A UK-based software solutions and consultancy firm engaged Rishabh Software to rebuild and modernize its legacy incident management platform from the ground up. The goal of the engagement was to retain the core incident engine and evolve it into an online incident management system that improves coordination for internal teams and external customers with major feature enhancements.



KEY FEATURES

We modernized the mission-critical incident operations platform by rebuilding it with feature enhancements. We combined workflow engineering, cloud architecture, and sprint-based delivery to create a modern, role-driven experience for speed, agility, and accountability. It was delivered as a cloud-based incident management system designed to scale with API integrations that add context and improve coordination. **Key features included:**

Incident Command Center and Real Time Board

A unified command view enabled teams to track active incidents in real time, quickly prioritize, and take immediate action without switching tools. The board supported operational filtering, fast status updates, and consistent incident reporting across stakeholders.

In-Platform Chat for Faster Coordination

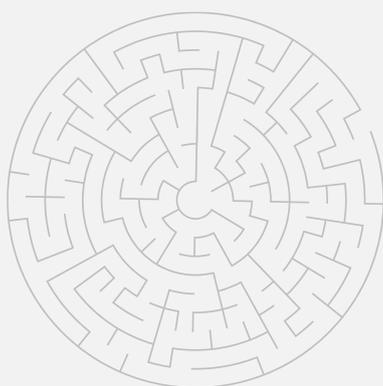
Built-in chat enabled real-time collaboration between coordinators, responders, and stakeholders. This streamlined communication helped teams respond faster and coordinate more effectively during incidents.

Dyslexia-Friendly View and Color Controls

A dedicated accessibility mode enabled users to switch to dyslexia-friendly visual settings, including **color/theme adjustments** for better readability and reduced cognitive strain during high-pressure incident response.

End-to-End Incident Lifecycle Governance

We implemented a controlled incident lifecycle with configurable stages, including In Progress, Parked, Resolved, and Archived. This introduced predictable transitions, reduced status ambiguity, and strengthened accountability across teams.



CHALLENGES

- Manual handoffs and disconnected workflows created delays that compounded across teams and extended resolution time and downtime impact.
- Prioritization was reactive, and trend detection was nearly impossible without live dashboards and consolidated reporting.
- Coordinators had limited visibility into availability. Duplicate assignments, gaps in coverage, and conflicting ownership routinely disrupted incident flow.
- The platform could not consistently support real-world states such as parked incidents, reopens, escalations, and controlled closures. This resulted in unclear accountability and inconsistent execution.
- Without a sandbox, training had to be conducted in live operations, increasing errors and slowing user adoption.

SOLUTION

The legacy incident platform had become a business risk multiplier. It did not merely slow operations. It reduced control, obscured visibility, and increased the likelihood of SLA failures during high-pressure events. These challenges made modernization urgent because incident operations were central to service delivery and customer experience. Rishabh Software executed a full-scale modernization project to deliver immediate operational gains.

Workflow Re-Engineering and Lifecycle Redesign

We mapped the existing incident journey, identified friction points, and redesigned workflows into a governed lifecycle. We standardized transitions and built controls to ensure incidents moved predictably from creation to closure, reducing ambiguity.

Sandbox and UAT Environment for Adoption at Scale

We introduced dedicated sandbox and UAT environments to enable safe training, onboarding, and hands-on practice without affecting production data. This materially reduced adoption risk and improved rollout readiness.

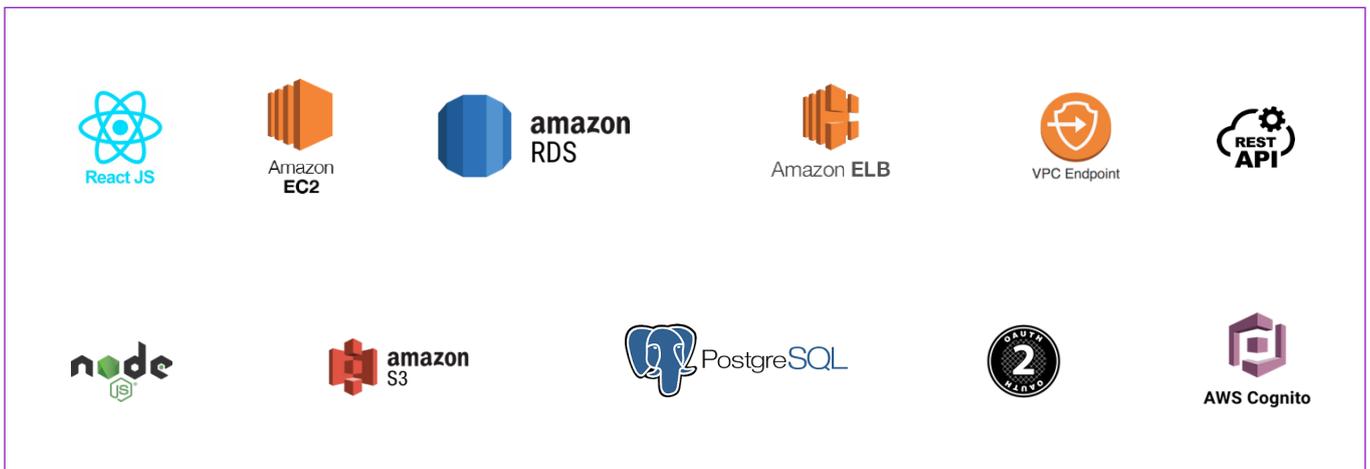
Role-Based Operating Model

We translated operational responsibilities into role-based experiences to ensure that coordinators, managers, and key stakeholders had the required visibility at the right time. This reduced errors, improved accountability, and accelerated execution.

Operational Visibility and Reporting Enablement

We centralized incident data and enabled reporting readiness to support trend analysis, workload monitoring, and performance oversight. This shifted operations from reactive firefighting to proactive control.

TECHNOLOGIES & TOOLS



Outcomes

34%

Reduction in incident turnaround time

46%

Reduction in onboarding and training effort

51%

Reduction in time spent generating operational reports

ABOUT RISHABH SOFTWARE

As a Digital Engineering and Enterprise Transformation leader, we empower businesses to scale, innovate, and thrive in today's digital-first world through technology rooted in trust and transparency. We leverage emerging capabilities such as Cloud, Data Engineering & Analytics, AI, Automation and Application Engineering to drive digital transformation and unlock new opportunities. We have successfully served across 25+ countries, and we work towards customer delight as "WE CARE."

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