

# 98

VENTURES

**TIKIT**  
CASE STUDY



## 98 VENTURES CREATES “ONE HOME” FOR SUPPORT USING MICROSOFT 365 TECHNOLOGY WITH TIKIT

*98 Ventures, an executive management solutions company founded in 2019 in Greenville, South Carolina, services various industries including logistics, fulfillment services and technology. In collaboration with Tikit, they swiftly implemented a cloud-based service desk solution in just two weeks, streamlining workflow automations and maximizing their Microsoft Power Platform integrations.*

HQ: Greenville, SC

Company Size: 345

Agents: 8

Founded: 2019

Website: [98ventures.com](https://www.98ventures.com)

Industry: Executive Management

### Challenge

How to support and enhance a proprietary software platform with a solution that seamlessly integrated with existing workflows and automations while simultaneously enhancing visibility and reporting capabilities.

### Outcome

Successfully implemented a Microsoft-centric service management solution focused on ease of use for the end user, and integration with existing Power Platform workflows, bringing improved accountability due to increased visibility into resolution data and reduced ticket close times via automations.

### Additional Software to Meet Evolving Organizational Needs

Five years prior to implementing Tikit, 98 Ventures built proprietary software for client invoicing and contractor payments. As their needs evolved, they sought to elevate the user experience across their accounting processes.

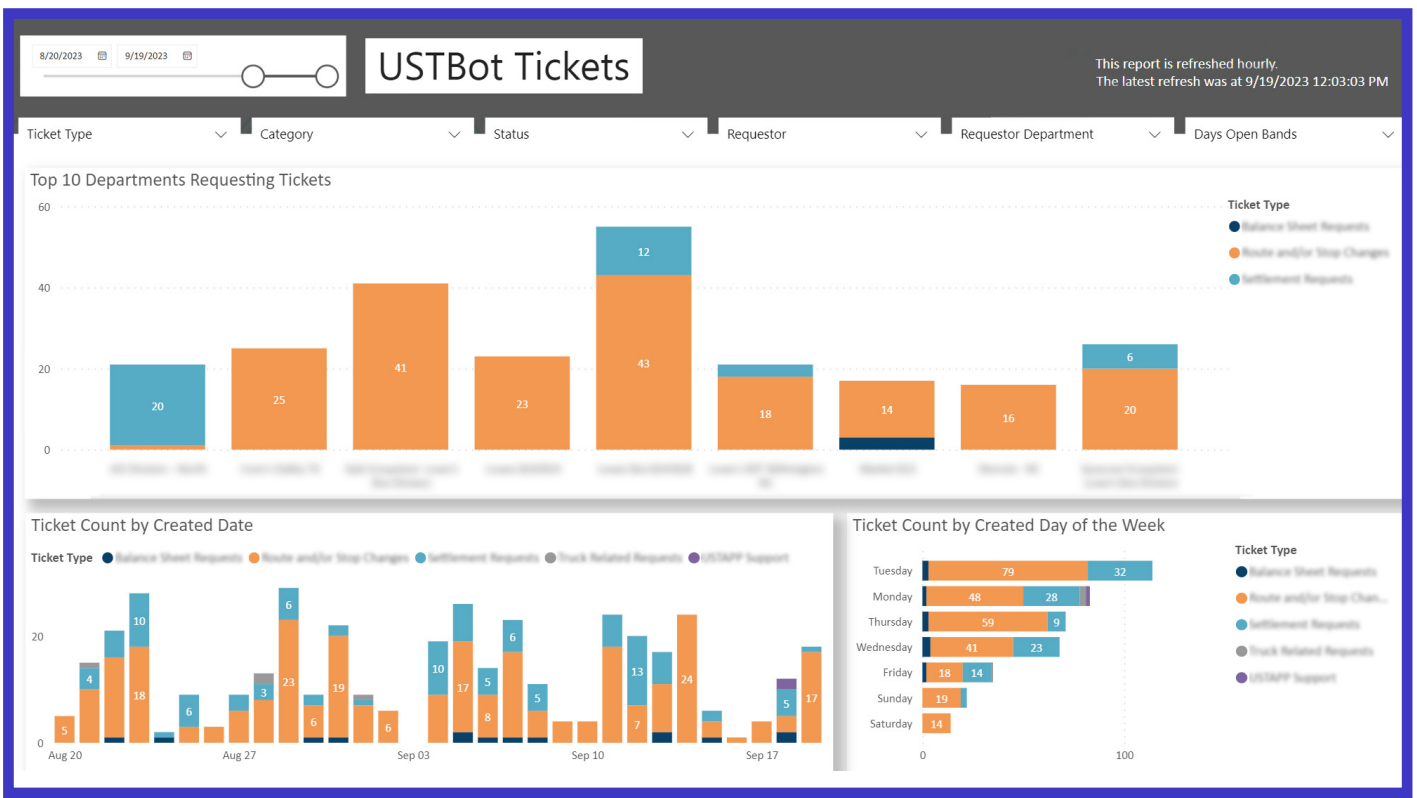
“We felt from an IT standpoint we have a piece of homegrown software that does all of our client invoicing. It also handles the contractor payment side,” said Josh Mingus, Director of Information Systems at 98 Ventures. “Now we needed a platform to enhance user support and workflow visibility.”

### Centralized Workplace

It was pivotal for the IT solution to mesh with their finance-focused framework, complementing their established tech stack without adding complexity.

“We wanted all of the Microsoft 365 technology and features to be centralized in one home.”

- Hailey Keel,  
Data Analyst at 98 Ventures



## Improved Records and Process Automation

A key necessity was to automate processes using Power Automate workflows. Additionally, they needed transparent, real-time Power BI reporting and integration with Microsoft Teams.

“A major goal of ours was to maintain a clear and organized record of interactions within each ticket,” said Hailey. “We wanted to ensure that attachments and conversations would be stored in one place, visible to both the end user and agent. No more delays caused by having to search for relevant information.”

## Leveraging an Existing Investment

98 Ventures set out to find a ticketing solution aligned with their Microsoft 365 (M365) and Power Platform needs. Tikit, leveraging M365 credentials, stood out from others considered.

“The integration with Microsoft 365 authentication makes it as easy as possible for users to sign in and get the updates they need,” said Hailey.

Tikit’s seamless Power Automate integration, alongside the ability to deploy in under two weeks with supportive guidance from the Tikit team, solidified the decision.

## Superior Documentation and Support

“When we first got started, the Tikit Team did a great job of going through the whole demo and really explaining the different features,” said Hailey. “Especially Power Automate. They showed us how we could take advantage of what we had already built.”

During implementation, the 98 Ventures team quickly became comfortable with support resources available to them, gaining confidence in their ability to be successful.

“I could easily go to the documentation and then, if I couldn’t find something, I could reach out to the Tikit team. Implementation was seamless,” said Hailey.

## Summary

With Tikit as their backbone, 98 Ventures introduced a M365 Teams-based ticketing system, fortifying their automations through Power Automate. Their Power BI integrated reporting metrics, essential to the finance department, encompass:

- Top 10 Departments Requesting Tickets
- Weekly Ticket Creation Patterns
- Status-based Ticket Types
- Prime Ticket Submission Times
- Tickets Awaiting Approvals or Requestor Replies

“From an account and operations standpoint, it has been beneficial to go to one place and see: what locations have entered in the most tickets, what those tickets are comprised of, how many have been resolved, how many are waiting for responses and just drill down into the to the analysis piece of it.”

- Diana Godwin,  
Operations Controller at 98 Ventures

Hailey adds, “Now there’s so much more visibility into who a request is waiting on.”

## What’s Next?

The 98 Ventures team has been able to successfully implement a service desk solution that improves their workflow efficiencies while simultaneously meeting the demands of the finance department for measured success. The team is now focused on developing out more complex reporting metrics. Additionally, they are actively looking for additional applications for Tikit within the organization within other departments, such as Human Resources and Talent Acquisition.



Discover how [Tikit](#) can refine your organizational ticketing and service desk functions. Watch this [demo](#) video and experience Tikit with a [14-day free trial](#). Confident in Tikit’s prowess, we offer complimentary setup to maximize your trial benefits. Schedule your [free setup call](#) now.