

Self-Service Portal

Specialization

Computer science

Software development

Client

Haag-Streit Diagnostic
AG

Expert & Dozent

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Initial situation & goal

Haag-Streit's Customer Support Department is struggling with inefficiencies caused by repeated, incomplete requests from distributors. The lack of a central knowledge base makes it difficult to resolve issues quickly. The goal of the project was to create a backend for a Self-Service Portal, with an API for managing troubleshooting guides.

Result & benefit

A functional backend (Quarkus, MariaDB, Keycloak, Elasticsearch, Azure) with secure REST API, RBAC and full-text search for guide management is provided. This provides the foundation for a Self-Service Portal, allowing knowledge centralization to potentially improve technical support and reduce operational costs.