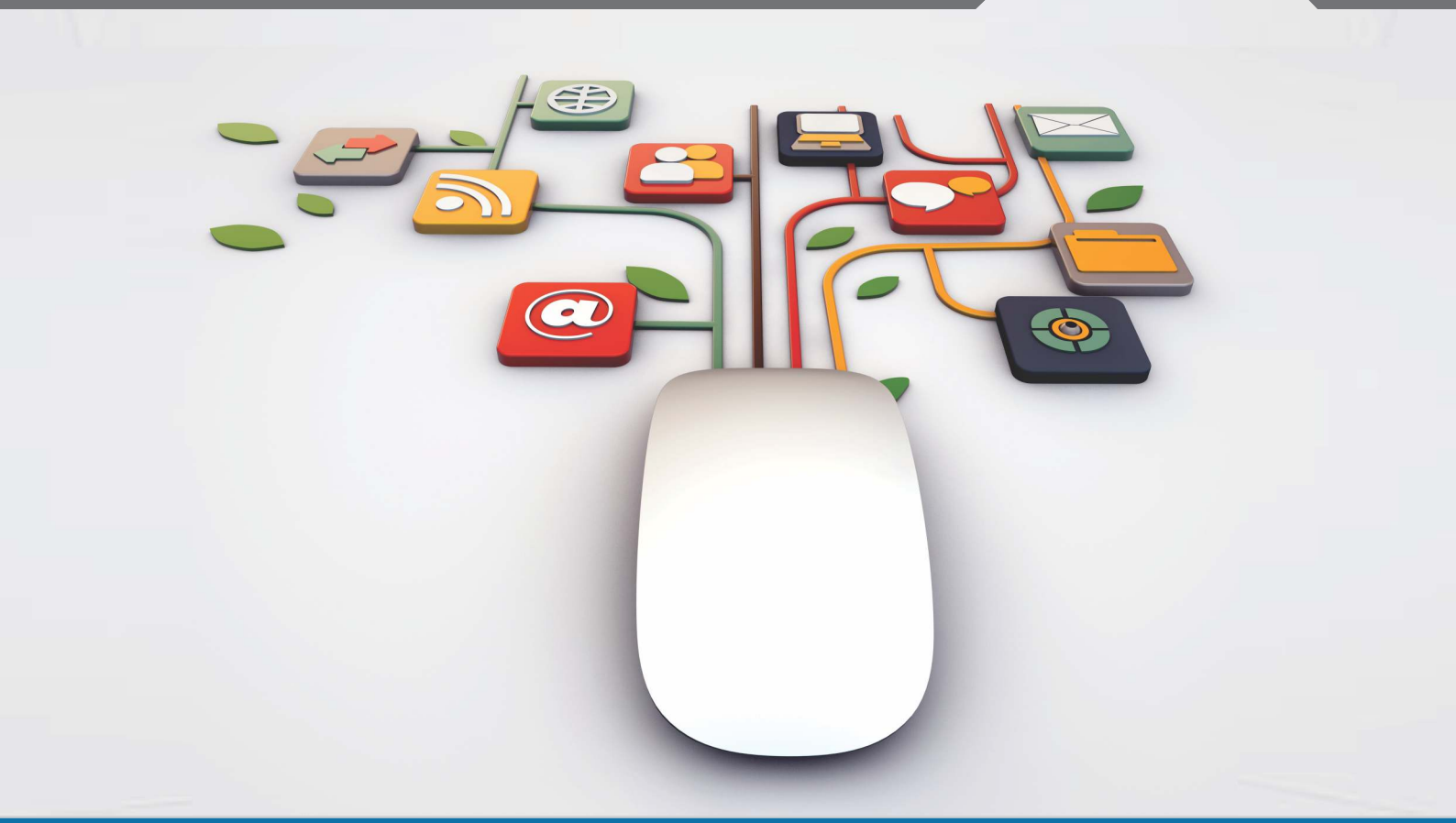
ITC INFOTECH
Business-friendly Solutions

Robust Incident Engineering And Program Management Support Services For Seamless Operations



SITUATION

Lack of an effective service management system led to a major outage with the customer's mission-critical services. This resulted in prolonged unavailability of data to the customer's mobile service users

IMPACT

The outage affected the customer's ability to serve their clients, thus impacting revenue and brand value. Once the service was recovered, the customer implemented a proactive incident engineering and program management system focused on services that were acquired and operated on non-standard platforms. These requirements drove the need for a partner who could deliver centralized support for services spanning multiple platforms and proprietary networks, while utilizing custom tools and processes with equal effectiveness

RESOLUTION

ITC Infotech created a custom hybrid operating model to provide flexible and specialized services enabling integration of the ongoing Tier 1 support of complex environments. We also established an OF-Lite center, as part of the hybrid model, which now serves as the Disaster Emergency Recovery Center (DERC) failover site for the Operations Center

Our Customer

Our customer is a leading software major, with operations across the globe. The customer is also a leader in online business, offering multiple services to their global clients.

The customer's dedicated Operation Center provides 24/7 technical support to correct, remediate or escalate incidents, service disruptions and outages, which impact their online services.

The Operations Center also offers a range of on-boarding services including design and implementation of custom process flows such as Classification, Escalation, Notification, Disaster Emergency Recovery Process and Reports. They also assist in developing Trouble Shooting Guides (TSGs) and integration of monitoring solutions into the center's standard monitoring, alerting and surveillance programs.

The Need

Our customer encountered a major network outage in one of their business groups. ITC Infotech was engaged to assist in handling and resolving the crisis.

The outage resulted in prolonged unavailability of data to mobile service users of our customer. To help restore these services, ITC Infotech partnered and collaborated with the customer's Emergency Management Team (EMT). We worked on the outage and retrieved and restored all data services in record time.

To avoid future outages and ensure uninterrupted and secured services, our customer was looking at implementing a Tier I monitoring and incident management system within their Operations Center. Since the Operations Center provides support and services to the customer's acquired businesses, it also supported a wide variety of disparate software platforms – some based on new technology platforms of newly acquired businesses.

Key Challenges Faced by the Customer:

- Lack of robust service management integration process
- Inability to support non-standard services
- Lack of standardized documented processes and procedures for integrating technology landscape of acquired businesses
- Ineffective service reporting
- Limited service continuity plans

The Solution

To provide robust support services, ITC Infotech developed deep & in-depth understanding of the customer's Operations Centre, and requirements to create a 'business-as-usual' support model.

We provided support services for multiple software (Windows, UNIX, Linux), database (Oracle, SQL) and storage platforms. We were able to support both system and network monitoring services, on a 24x7x365 shift coverage. Our services included a full-fledged managed services desk, which included on-boarding for new businesses.

Leveraging ITC Infotech's robust global delivery model, we were able to improve efficiency in monitoring, while reducing costs significantly. Today, the operations span across US, Europe (Estonia) and India.

Today, we have created a truly extended enterprise for our customer and the ITC Infotech dedicated development centre for the customer has now become our customer's certified failover support center (back-up center) for any kind of disaster.

Highlights:

- 24x7x365 support
- Faster 'response time' and shorter turnaround time for call/ticket processing through a dedicated incident management team
- Increased usage of knowledge management tools for improving First Touch Resolution (FTR)
- Enhanced the root cause analysis (RCA) process for eliminating problems and associated tickets
- Instituted a continuous improvement program (CIP), to bring in added efficiencies and cost reductions

Business Benefits

ITC Infotech's robust global delivery model enabled close collaboration between a globally dispersed team, creating enduring competitive advantage for our customer. Independent system recovery further enabled quick and seamless restoration of business functionality from the Operations Center to the extended support desk.

- 50% reduction in costs over a period of 2 years
- Enabled further 2% year-on-year cost saving
- Enhanced end user experience, resulting in higher satisfaction scores across levels
- Three-tiered DERC/BCP fail-over support achieved
- Readiness to address issues, through dynamic team provisioning, to meet over 10% burst in incidents
- Follow-the-sun support coverage

ITC Infotech's Infrastructure Solution Practice

ITC Infotech possesses deep expertise in standard desktop management and has successfully been managing an estate of over 250000 desktops. We design, build, and sustain robust, secure, flexible and scalable infrastructures and ensure 24X7 availability of all business applications.

Our services have delivered consistent total cost of ownership (TCO) reduction across Fortune-100 class clients through multiple delivery models and service-level agreement (SLA)- based services which guarantee the best solution for our customers.

For more information, please write to:
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