



End-to-end Infrastructure Management

A leading global manufacturer of flat and pitched roofing and waterproofing solutions.



CHALLENGE

- Client has grown by mergers and acquisitions resulting in multiple platforms and solutions in the landscape
- Lack of awareness of existing infrastructure components and services
- Inadequate processes resulting in service delivery issues
- High reliance of internal IT resources to firefight
- Low end-user satisfaction

With diminishing return on investment and increasing end user dissatisfaction, client wanted help to reimagine their IT services and improve quality of various service components that make up the IT infrastructure service portfolio.

Significant cost reduction: **+70%**
Improved efficiency Improved CSATs

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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SOLUTION

Service Desk	ITSM ServiceNow	Platform Service	Core infrastructure support
<ul style="list-style-type: none">▪ Consolidated service desk for all IT services▪ Multi language support▪ Local toll-free numbers in all supported countries	<ul style="list-style-type: none">▪ Single services management team cutting across all regions and all IT services▪ End-to-end ITSM platform support▪ Single pane of glass reporting	<ul style="list-style-type: none">▪ All end user related IT services▪ Develop and deploy standard desktop image	<ul style="list-style-type: none">▪ Server management▪ Backup & Recovery▪ Storage support▪ Network Management

RESULTS

- Experience level-based (eXLA) services that are driving enhanced experience and customer satisfaction
- Service caters to increase and decrease in infrastructure volumes based on the additional IT infra components that are discovered or added
- Customer services improvement with an agreed SLA of 3 improvements per quarter
- Reduction in manpower costs and improved efficiency per person deployed
 - By utilizing technologies like Chatbots
 - Consolidation of monitoring tools
 - Shared services to support essential platforms/services with low usage