

# ACCELERATING DAY-TO-DAY SERVICE DESK OPERATIONS

**Client :**As a result of the Covid-19 outbreak, a leading global provider of risk management, insurance and reinsurance brokerage, and human resources solutions provider decided to rapidly implement work from home for most of its employees.

**BUT:** The unexpected need to cater to the demands of the changed work environment as a result of the pandemic led to an infrastructure overload and inability to manually handle the service desk call volumes.

## WHAT WAS LACKING?

- Ability to scale up to the sudden rise in demand for work-from-home for its employees, given the Covid-19 pandemic
- Capacity to handle the rapid increase (from ~15% to ~90%) in VPN utilization of their 57,000 employees
- Systematic management of the service desk call volumes which shot up by 300%

## OUR SOLUTION

- ITC Infotech’s multi-track solution involved:
  - Blend in: Extended service desk team from ITC Infotech, supported with cloud-based telephony infrastructure to handle overload
  - Intelligence: Integrated AI enabled chatbots to the ITSM platform, backed by automation and orchestration
  - Adoption: Delivered high productivity along with new experience levels for end user

## THE RESULT

- Ideation to implementation in a short span of 7 days
- Rapid reduction in the call volumes received by the Service Desk
- “Experience Level Agreements” offered to the end user
- Rapid on-boarding of the support team
- Entire solution was provided as a service, involving no license investments
- Improved process of customer feedback and analysis
- Enhanced daily reporting and dashboards

## ITC INFOTECH’S EUCaaS CAPABILITY

Gain higher end-user productivity with ITC INFOTECH’s End User Computing as a Service solution – EUCaaS, where the “End-Users are at the core” with services built around them to deliver on “End User Experience Agreements” - eXLA’s. A cloud-based solution with unique unit price options and an “as a service” model, EUCaaS is powered by AI enabled Chat Bots and backed with strong RPA based Automation.