

EFFICIENT MANAGEMENT OF HELPDESK AND MONITORING SERVICES

Client : For economies of scale, a global operator of luxury hotels looked for ways to consolidate its internal employee IT helpdesk and guest helpdesk into one entity supported by a single service management tool. They were also keen to reduce the day-to-day workload of their internal IT team and focus on business-related activities and projects.

BUT: The client had fragmented service desks, disintegrated platform for IT service management, high cost of service operations, and faced challenges in the first-level issue resolution.

WHAT WAS LACKING?

- Unified service desks
- Satisfactory user experience
- Integrated platform for IT service management
- First-level issue resolution
- Cost-effective service operations and management

OUR SOLUTION

- Multi-lingual service desk and L1 Support (English and French) for internal IT and guest helpdesk
- Implementation of ITSM as a service for the integrated helpdesk
- 24x7 monitoring of network devices and server infrastructure
- A comprehensive device-based monitoring solution
- Proactive monitoring of the CRS-PMS interface
- Messaging support – e-mails, Apple devices, Android
- BYOD and desktop support
- Based on pay-per-use model to ensure no CAPEX investment

THE RESULT

- Reduction in helpdesk support cost by approximately 40%
- Higher first call resolution of issues reported by guest users
- Quicker onboarding of various hotels (part of the group) to subscribe to the helpdesk services
- Faster turnaround for application access and identity and access management (IAM) requests by internal IT users
- Reduction in time spent on monitoring backup and other routine work by about 80%
- Reduction in time spent by client team in correcting OPERA Interface related issues by approximately 70%

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.