

PROVIDING END-TO-END INFRASTRUCTURE MANAGEMENT SERVICES

Client : A global leader in the packaging industry, the client was keen to improve the ROI on their IT spend and were looking for a partner to help streamline their IT processes.

BUT: The client had requirements that spanned across consolidation of IT assets, rationalization of existing infrastructure and delivery of new and enhanced services. This meant a complete end-to-end infrastructure management was required to enhance business efficiency and improve customer satisfaction.

WHAT WAS LACKING

- Seamless user experience
- Integrated IT assets
- Customer satisfaction
- SLA-based services
- Rationalized IT infrastructure
- Virtualization services
- Compliance tracking mechanism
- Cost-effective service operations

OUR SOLUTION

- Complete end-to-end ITO services
- Multi-lingual (6 European languages) service desk to support 6,000+ end users
- Level 1 troubleshooting of incidents by service desk before assigning to Level 2 resolver groups
- Level 2 support across end user computing
- ITIL process implementation and defining of best practices for Incident, Change and Problem Management
- LAN monitoring and maintenance, management of 500+ servers and 500+ network devices
- SCCM-based deployment services
- Mail & messaging support (including Intune)
- Network, desktop & peripheral support
- SLA-based managed services
- Implementation of deployment solutions

THE RESULT

- Improved FCR (First Call Resolution) to 70% in the first 12 months of the project initiation
- Improved Customer Satisfaction levels by >95%
- Improved SLA (response and resolution time) by >95%
- Enhanced business efficiency
- Implemented continuous service improvement initiatives
- Virtualization of entire server infrastructure
- Compliance tracking and reporting of IT estate
- Increased server and network infrastructure availability through proactive monitoring, alerting & actioning

ITC INFOTECH'S INFRASTRUCTURE CAPABILITY

ITC Infotech provides end-to-end management of IT Infrastructure across Digital Workplace Management through End User Computing as a Service (EUCaaS), Cloud Services, Datacentre Services, Backup & Recovery, IT Security and Managed Services. We design and offer focused solutions aligned to our customers' business strategy. By creating a robust and secure infrastructure, ITC Infotech allows businesses to become agile and responsive to thrive in the digital paradigm. Our solutions offer customers' responsive and scalable IT Infrastructure to simplify complexity and bring down costs.