



Established Global Delivery Center for AMS Services

The client is an American-Belgian multinational drink and brewing company and is one of the world's **largest brewers**

To gain competitive TCO benefits, our customer decided to setup an extended IT arm to strengthen and consolidate their existing IT operations, and chose ITC Infotech to help.

52%
Operational Savings

100%
SLA achievement for tickets

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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CHALLENGE

- Multivendor/Multi-zone business decision-making complexities led to high-cost impact. This also leads to less accountability and synergy
- Growing demand for niche skills and the ability to scale up to support multiple acquisitions with system/support separation requirements
- Lack of flexibility and operational transparency
- Complex scenario leading to prioritization issues on Automation / Continuous Improvements

SOLUTION

AMS Services

- Established Offshore Service Delivery Center with 24x7 SLA-based global support services
- Transition with zero disruption to service levels with ITC Infotech's "PATS" transition framework and enablers
- 8 Service Towers, 400+ Applications (across Varied Technologies), 20 servers, 5 zones (Latin America, Middle Americas, Europe, Africa, APAC)
- Established & streamlined OLAs and SLAs

Automation Services

- Automation Initiatives - System monitoring, SharePoint Access, AD, ADFS
- Automated Ticket creation in ServiceNow, Auto Assign & Prioritization
- Established Knowledge Management portals

RESULTS

- **Operational Savings: 52%** in high-cost zones and 30% in a low-cost region
- Overall **SLA of 99.3%** achieved
- **100% SLA achieved** for Sev1 and Sev2 incidents
- **CSAT at 6.3 out of 7**, internal user experience and satisfaction index improved manifold
- Released in-house IT group's bandwidth for **strategic initiatives**
- Scalable operations through **automation & innovation**