



Global Delivery Center for AMS Services for World's Largest Brewer



ITC Infotech set up a 24x7 SLA-based Offshore Service Delivery Center, ensuring zero-disruption transition through its "PATS" framework. Covering 8 service towers, 400+ applications, 20 servers, and 5 global zones, the solution streamlined OLAs and SLAs and introduced automation for system monitoring, access management, and ServiceNow ticketing. A Knowledge Management portal further improved resolution efficiency and service quality.

52% Operational Savings
400+ Applications Supported

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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BUSINESS NEED

- Multivendor and multi-zone decision-making complexities leading to high costs, low accountability, and lack of synergy
- Growing demand for niche skills and the need to scale to support multiple acquisitions with system/support separation requirements
- Lack of flexibility and operational transparency impacting efficiency
- Complex processes causing prioritization challenges for automation and continuous improvement initiatives

OUR 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 portal

BUSINESS OUTCOME

- Operational Savings of 52% in high-cost zones and 30% in 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

TECHNOLOGIES

