

Hybrid End User Management Services

**IT Monitoring Tool
With Automation**
(Global Automotive
Component
Manufacturer)

ABOUT THE CLIENT & THEIR BUSINESS NEED

Our client is a global automotive component manufacturer with 35 manufacturing facilities and 11 engineering centers in 10 countries across 3 continents. The client IT team was facing uptime challenges due to a de-centralized delivery model with a high dependency on people resulting in frequent downtime. The existing service delivery model was inflexible, rigid, and impacting 3000 users across 28 locations in India. The customer wanted a cost-effective, superior service delivery framework to achieve zero production impact.

BUSINESS CHALLENGES



Interrupted
Business Operations



Lack of SLA, KPIs &
Outcome-based delivery



Inefficient & Decentralized
Helpdesk Management

Our Solutions & Approach

- End User Management Services with Centralized Technical Service Desk with well-defined Program Governance structure.
- Key focus on User Delight, SLAs and KPI led delivery
- Hybrid delivery model with Exclusive On-site & Remote resources and Shared On-Demand resources.
- ITSM and ITAM Tool led Service Management approach for Incremental progression to End User experience KPIs driven IT Operations.
- Phase wise automation approach to digitize/automate most of the frequently occurring end user related issues.
- Structured and Systematic Continuous Improvement Plan to reduce incidents.



BUSINESS RESULTS

Centralized Remote Ticket Resolution

25%

increase in
productivity

20%

Improvement in
CSAT and User Experience

10%

reduction in Incident
Count, by optimization

TALK TO OUR EXPERTS



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