

A background image showing two male technicians in a factory or industrial setting. One technician is wearing a yellow safety vest and the other is wearing a yellow hard hat. They are both looking down at a tablet or device held by the technician in the vest.

END-USER COMPUTING (EUC) SUPPORT SERVICES

About the Client and their Business Need

Our client is a global automotive supplier headquartered in France. They have 186 production plants, 59 R&D centers and 15 distribution platforms. They were looking for a reliable & experienced managed services partner to manage their end-user IT infrastructure.

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**EUC SUPPORT
SERVICES**
(AUTOMOTIVE SUPPLIER)

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Business Challenges



Interrupted Business
Operations



Difficulty in Managing
Multiple Sites



Increased Response
Time

Our Solution and Approach

- Onsite managed services for 4000 end-user support
- Support services at 3 sites across Chennai
- Deployed 23 support resources
- Support for compliance management, AV management, and patch management



Business Results

Smooth Business
Operations

Secured Endpoint
Devices

24x7 Professional
Support



a CAC holdings group company


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