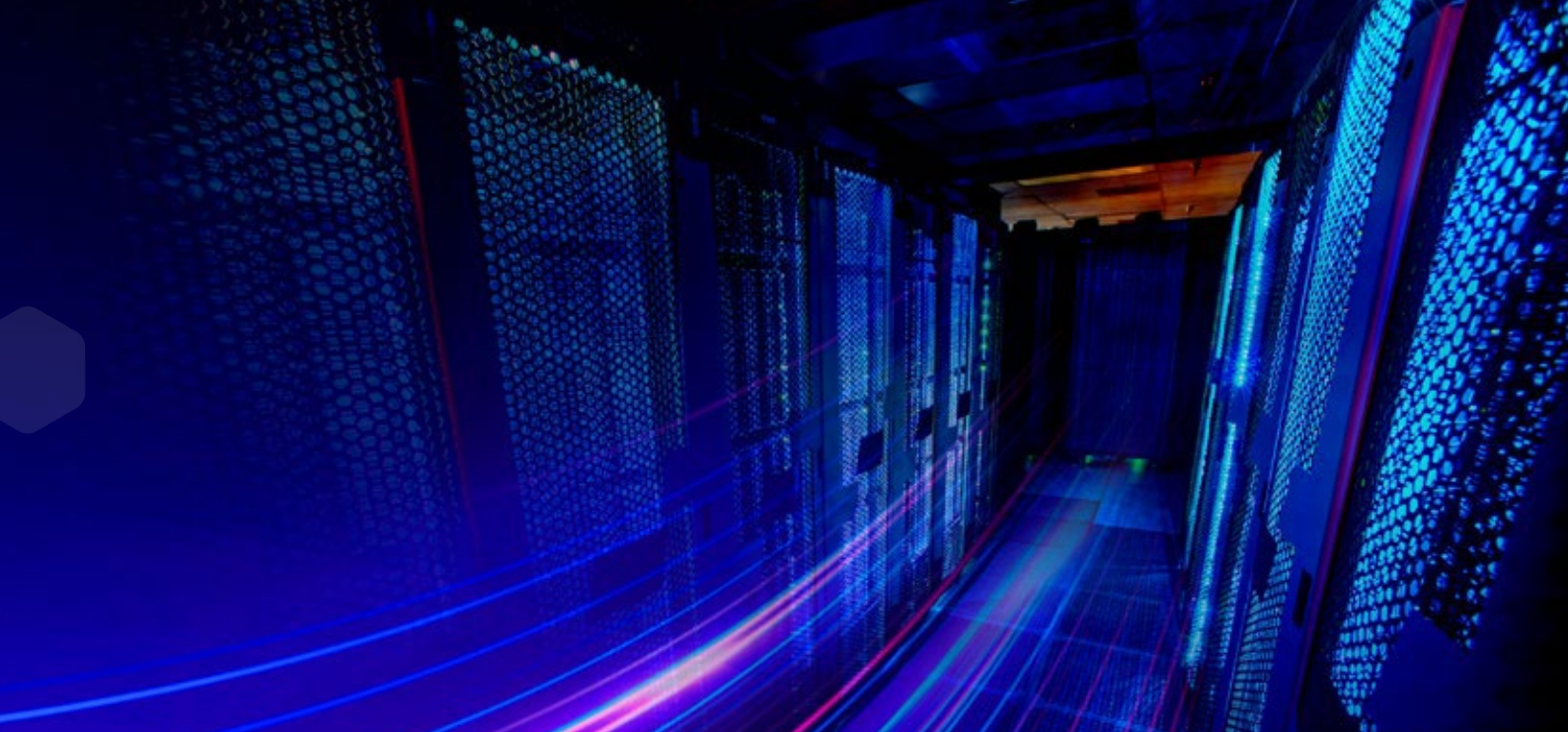




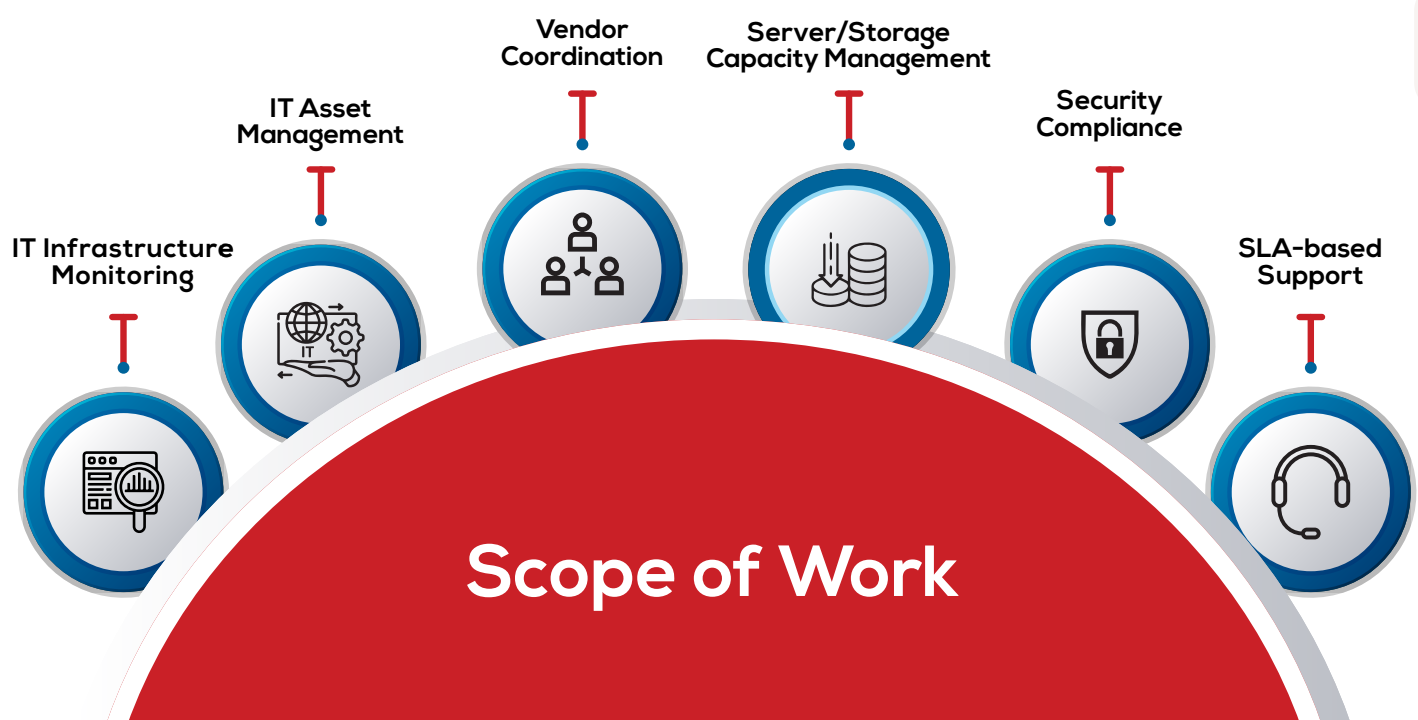
Hybrid Data Center Managed Services for a Multinational Contact Center/CX Client



Client and Business Need

At InspiriSYS, we have been providing best-in-class remote Hybrid Data Center Managed Services for clients across several locations overseas for over 25 years. This includes the US, UK, APAC and MENA.

Our client is a **25 year-old multinational organization** which excels in the field of architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. They have maintained a sustained focus on CX technologies and on delivering advanced customer service solutions. Their contact center services support over 200 customers, 6 network operation centers (NOCs), 11 in-country PoPs and 30 customer locations. They were looking to **lower their cost of operations, reduce down time, and improve their response times.**



InspiriSYS Solution

We empowered the client with 24x7 IT Infrastructure monitoring along with the management of server/virtual (900), storage, network and backup.

We also provided them with a robust ITIL-based service delivery framework and a hybrid support model. We included skilled IT resources (L1 and L2) at our Chennai and Bangalore locations to provide remote support for their overseas locations.



IT Infrastructure
Monitoring



Proactive Monitoring/
Alerting Services from
our RIM Facility



Agile SLA-based
Support Model



Premium Support
with Certified &
Skilled Resources

Operational Benefits

InspiriSYS adopted Knowledge Base (KB) & Standard Operating Procedure (SOP) based Incident Resolution and Service Request fulfillment methodology to help maintain service level targets **above 99%**. This resulted in a **20-minute response** and **quicker resolution times**.

99.9% Uptime for
Production
Infrastructure

98% Patch
Compliance

Reduced
IT Operational
Issues

Quicker Resolution
Times

Business Results

InspiriSYS helped the client achieve enhanced service delivery through an Optimized Resource Model, **bringing down support costs by 20%**. In addition, our tool consolidation and optimization strategy resulted in **cost savings of 25%**. We deployed over 100 SOPs & KBs for incident and service request resolution. Our Service Process Maturity helped the client achieve **zero downtime**.

Contact Us

What are you waiting for? Let us get you started on your digital transformation journey today!



Restrictions

The data contained in this document shall not be disclosed and shall not be duplicated, used, or disclosed in whole or in part for any purpose. If a contract is awarded to Inspirisys Solutions Limited as a result of or in connection with the submission of this data, the customer or prospective customer shall have the right to duplicate, use, or disclose this data to the extent provided in the contract. This restriction does not limit the customer's or prospective customer's right to use the information contained in the data if it is obtained from another source without restriction. The data subject to this restriction are contained in all marked sheets.

Corporate Office

InspiriSYS Solutions Limited

Inspirisys Solutions North America Inc.
2975 Bowers Ave, Ste 303,
Santa Clara CA-USA 95051.

+1 408-514-5199

reachus@inspirisys.com

www.inspirisys.com/us

