

A background image showing a man with a beard and headphones working at a desk with multiple computer monitors in a modern office setting with large windows and indoor plants.

# IT INFRASTRUCTURE MANAGED SERVICES

## About the Client and their Business Need

Our client is a leading electrical appliances manufacturing & distribution organization. Its main domains are lighting, consumer durable, engineering and projects. Lighting includes lamps, tubes and luminaire. It required an IT infrastructure expert for end-to-end IT managed services across 75+ branches with 5000+ end-users and over 6500 assets.

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### END-TO-END IT MANAGED SERVICES

(LEADING ELECTRICAL APPLIANCES  
MANUFACTURING COMPANY)

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## Business Challenges



Demand for Trusted IT Service  
Provider



Decreased Operational  
Efficiency



Ineffective Asset  
Management

## Our Solution and Approach

- On-Premise Manage Engine Deployment
- On-site & off-site service desk
- 51 on-site resources in total that includes in Mumbai and others across India
- Asset Management
- Daily, Weekly, Monthly and Quarterly Reviews
- AMC Support for EUC devices with exclusive shared inventory



## Business Results

**Trusted IT Service  
Provider**

**Relieved from Daily  
Transactions**

**Complete Control over  
Asset Management**




a **CAC** holdings group company


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