

About the Client and their Business Need

Our client is a 25 years old organisation excelling in the field of architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. The organization envisioned to gain maximum infrastructure uptime with proactive monitoring.

RELIABLE IT
INFRASTRUCTURE

66

77

Business Challenges







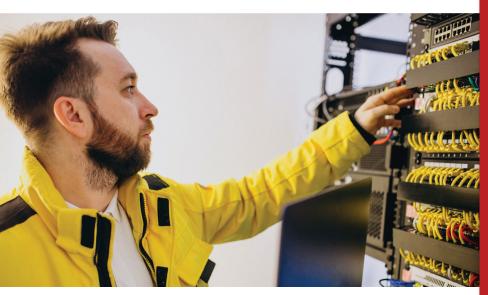


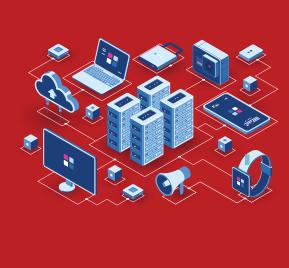
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Our Solution and Approach

- Proactive IT Infrastructure monitoring and alerting services from ISL RIM facility
- Skilled IT resources for managing the IT Infrastructure at Chennai and Bangalore locations
- ITIL service delivery framework
- SLA based Hybrid L1 & L2 support
- Remote support for overseas location such as US, UK, APAC and MENA







Business Results iii



24x7 Uninterrupted business operations with 99.9% Uptime



50% increase in enhancement deliveries (KB, SOP), 30% Increase in productivity



20% increase in **CSAT** and 10% reduction in resources

TALK TO OUR EXPERT

















