

MODERN IT INFRASTRUCTURE MONITORING



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.

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**RELIABLE IT
INFRASTRUCTURE**

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Business Challenges



Interrupted IT Operations



High costs of Downtime



Reduced Availability

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

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



a **CAC** holdings group company


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