MODERN IT INFRASTRUCTURE MONITORING

About the Client and their Business Need

Our client is a 25 years old organization, trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. The firm experienced reduced IT infrastructure availability and high costs of downtime. As the IT operations are often interrupted, the organization envisioned gaining maximum infrastructure uptime with proactive monitoring.

" RELIABLE IT INFRASTRUCTURE "

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

| 99.9% uptime | Uninterrupted IT operations | 24x7 professional support |

TALK TO OUR EXPERT

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