

# 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.

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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

99.9% uptime

Uninterrupted IT  
operations

24x7 professional  
support

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