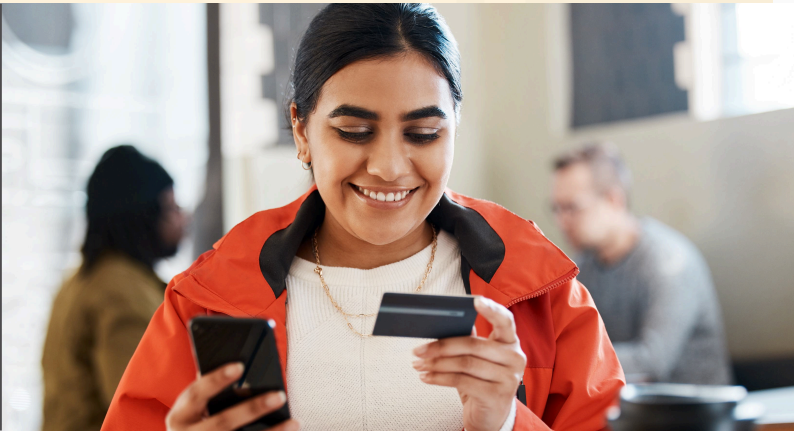


Overview

The client is a prominent player in the payments industry, offering a wide range of world-class financial products and services to Indian consumers. They sought a reliable partner to enhance their End User Services and streamline IT support across multiple locations.



Objective

The client sought was to achieve 98% SLA uptime and ensure 100% availability of end-user services across 50+ locations. The goal was to centralize service desk and asset management operations, provide consistent remote and onsite support, and maintain seamless IT operations even during challenging circumstances like the pandemic.

Business Challenges

The client faced several operational challenges that hindered their ability to deliver seamless IT support and services across their extensive network. These challenges impacted their efficiency and ability to maintain consistent service levels.

- **Decentralized Support:** Lack of centralized service desk and field support across 50+ locations led to inefficiencies.
- **Asset Management:** Unorganized asset lifecycle management created visibility gaps and increased operational costs.
- **Remote Support Gaps:** Inadequate support for remote locations, impacting service continuity.
- **Uptime & SLA Issues:** Difficulty in meeting uptime and service level agreements (SLA) consistently across operations

The Solution

The solution involved deploying 65+ resources across major locations, providing L1/L2 onsite support and remote assistance for locations without direct presence. Centralized service desk and asset lifecycle management were implemented to streamline operations. The team utilized existing tools to minimize costs while ensuring efficient server and Active Directory (AD) management. A 24×7 operational window was established at key locations, with 9×7 support at others, ensuring seamless IT support and consistent service delivery across all locations.

Value Delivered

The client experienced significant improvements across several key areas, leading to enhanced operational efficiency, cost savings, and higher satisfaction levels among end-users. The centralized support system and streamlined asset management brought noticeable benefits in both productivity and service reliability.

98%

SLA uptime achieved, ensuring near-perfect service availability across all locations

100%

Resource availability, both onsite and remote, driving uninterrupted support even during the pandemic

Standardized processes reduced call volumes and improved customer satisfaction, reflected in a consistent increase in CSAT month-on-month.

Business Benefits

Operational Efficiency

Centralized Service Desk

Streamlined Asset Management

Improved CSAT Scores