

# Enterprise Infrastructure Management

## iOPEX technologies Success Stories

### Reducing downtime cost effectively with 24x7 IT support for a global leader in malware prevention solutions

**The Client :** The global leader in malware prevention solutions, protecting critical data, intellectual property, and resources against targeted malware attacks. The company's solutions save enterprises, institutions and governments billions of dollars in losses every year

#### The Challenge

The company works with enterprises, services providers, law enforcement agencies, and research institutions. It provides solutions that deliver pre-emptive and proactive defences against malicious attacks on the IT resources. The company's technical support function is an extremely critical element of the solution experience and the company needed to establish a structure that complemented its products.

#### Objective: Golden Equilibrium

A partner that provides best-in-class technical support to hi-tech users (security administrators, system administrators, network administrators) of large institutions, but is highly trust-worthy and cost-effective.

#### Calculating $\Phi$ : Our Approach

- ▶ Revised SOPs
- ▶ Implemented 24x7 COE with escalation management capabilities
- ▶ Deployed highly skilled technical personnel to man the COE
- ▶ Launched in 45 days, including training and certification

Engagement model employed-  
Implement/Operate

#### $\Phi$ Effect

- ▶ 24x7 delivery, with scalability as needed
- ▶ Improved quality of support
- ▶ Tightly integrated with QA / SE organization, converting evaluation customers into fully paid customers
- ▶ Cost reduction by 55%