

Service Desk Optimization

iOPEX technologies Success Stories

Powering performance with a robust infrastructure management solution for multinational IT and BPO company

The Client : A multinational technology corporation offering application, infrastructure & BPO services for customers worldwide. The operations of the company span over 30 cities in 8 countries.

The Challenge

The client's helpdesk function caters to around 35,000 users a day, supporting a suite of applications for its internal business operations. The client was encountering difficulties in managing the rising costs of running the operations.

Also, multiple support locations operated by standalone servers prevented aggregation of critical business data required for decision making. The problem was to evaluate the situation from a consultative standpoint, present findings and suggest strategies for optimizing the total cost of operations and improving operational performance.

Objective: Golden Equilibrium

Reducing the cost of infrastructure management services, but without compromising on existing resources or efficiency.

Calculating Φ : Our Approach

- ▶ Analyzed the following:
 - ▶ Organization's support structure and delivery processes
 - ▶ Resource details (skill sets, responsibilities assigned vs. activities performed)
 - ▶ System generated incident data

- ▶ Nature of applications supported and business unit performance
- ▶ Technology dependencies of the applications
- ▶ Identified ticket handling patterns using our patented tools
- ▶ Determined gaps in processes by employing ITIL frameworks
- ▶ Presented findings and suggested recommendations
- ▶ Demonstrated solution by deploying it on site

Upon request, partnered with the client to provide round the clock monitoring and management of helpdesk operations with an objective of continuously improving operational performance and optimizing operational spend.

Engagement model employed-
Consult/Implement/Operate

Φ Effect

- ▶ Overall cost per user was reduced by 35%.
- ▶ Total number of resources reduced by 23%
- ▶ Average incident handle time reduced from 320 seconds to 180 seconds
- ▶ Number of SLA breaches reduced by 49%
- ▶ Resource efficiency increased by 14%