

Application Support

iOPEX technologies Success Stories

Optimizing application support process for a multinational communications company

The Client : A multinational communications corporation with over 130000 employees across 120 countries, and sales in 150 countries.

The Challenge

The client deploys a host of applications on various technology platforms. Due to a multitude of platforms, the applications have to be supported by external vendors each specializing in a platform. With the application instances now totalling over 4000, the support costs had reached formidable levels. But there was no cost reduction strategy in place.

Objective: Golden Equilibrium

Reducing the cost of application support without compromising on existing incident resolution capabilities.

Calculating Φ : Our Approach

- ▶ Analyzed the following:
 - ▶ System generated incident data
 - ▶ Nature of transactions
 - ▶ Organizational support structure
 - ▶ Human resources - Skill sets, roles vs responsibilities
 - ▶ Technology dependencies of the applications
- ▶ Identified ticket handling patterns using our patented tools
- ▶ Suggested recommendations for optimizing total cost of operations and improving operational performance

Our solution specified revising the operating and technology deployment procedures. To ensure satisfaction, we deployed our expert personnel to deliver the solution. The implementation phase lasted less than 90 days. At the end of it, the client realized significant cost savings, faster resolutions and better utilisation of staff.

Engagement model employed-
Consult/Implement/Operate

Φ Effect

- ▶ 46% reduction in transaction costs
- ▶ Appropriate load distribution among L1, L2, L3 staff
- ▶ Automation of multiple sub-processes
- ▶ Revised SOP for faster resolution