

exciting times...infinite possibilities...



Case Study



Enhanced Business Value from IT Helpdesk Implementation via iTaaS

iTaaS (Infinite Tech-support as a Service) helpdesk for the client provides a "single point of contact" interface for the client's user community, and coordinates with the client's support teams and relevant third parties. iTaaS treats everything as a cloud resource empowering us to offer flexible IT services that are supported by multiple delivery models. Problem resolution on our helpdesk ranges from application support and infrastructure support like server, network, OS etc.

The Client

The customer is one of the world's largest computer companies and systems integrators. This company's history in Singapore dates back to 1953.

The Challenge

There was a need for a centralized function to act as the single point of contact for the customers end-users who required IT assistance for the resolution of problems, concerns, question and requests of IT services via telephone, and email for the Singapore region.

Solution

The solution was built with the iTaaS framework, a comprehensive cloud based offering that automates, standardizes, transforms and consolidates enterprise IT Infrastructure Management and Operations across the global enterprise in line with ITIL standards. It brings together process, people and technology innovation combined with AHT and CSAT measurement to deliver superior business value.

The solution enables the management of the four primary pillars of IT together: strategy, design, transition and operations. This gives immediate information access that drives decisions and tracks team performance. Being a cloud based service, CIO's can make their decision easier anytime, anywhere.

The solution highlights were

- Provided a Toll-Free number with the backup of Cloud-Telephony
- Providing sunrise to sundown support and off-office hours Voicemail Facility
- The iTaaS framework was used for SLA breaches, notifications, closures and escalations, while maintaining a sharp focus on the customer's needs at all times
- Follow-up on different departments for closure of the incidents
- Track every incident and measure performance

Universal dash board developed as per the client requirement which provides all information of the status of each incident.

iTaaS caters towards the changes that have occurred in enterprises due to consumerization of IT and the rise in trend of Bring Your Own Device (BYOD) in organizations. Reports made visible from any smart device – BYOD.

Outcome

Business Benefits

- Centralized SPOC for all IT queries related to IT Services for the Client's Customer
- Significant cost savings achieved through iTaaS support

Metric of success

- Number of Calls answered within 15 Seconds: Target 95%; Achieved 100%
- 100% of Severity 1 and 2 issues escalated within 10 minutes
- 100% of other issues escalated within 15 minutes

Technology Overview

- iTaaS is built up on ITIL V3 Framework with the power of Cloud Computing
- Interactive notification system through IVR, Mail and SMS
- Multiple User Interface capability (Mobile, Tablet, Computer)

About Infinite

Infinite Computer Solutions is a global service provider of Application Management, Infrastructure Management, Product Engineering and Mobility and Messaging Products and Solutions, with focus on Telecom, Energy & Utilities, Media & Content, Healthcare and Banking & Finance industries. Our strength stems from the alignment with client business objectives, even as we engage with clients across multiple engagement models to align better with your business needs. With a global headcount of around 5000 professionals and offices spread across India, US, UK, China, Malaysia, Singapore and Hong Kong which includes delivery centers in the US at Maryland, Illinois and Tennessee and in India at Bangalore, Delhi, Hyderabad and Chennai, key resources are always there when our customers need them.

Established in 1999, Infinite today is a publicly listed entity headquartered in Bangalore, India, with an expanse across three continents, a diverse employee base and over 50 premier clients, including several leading Fortune 100 companies. The journey so far has been as remarkable as it has been definitive. Our mission is to maximize customer delight through high quality solutions and services, while fostering a proud and efficient workforce. We not only develop technology-enabled solutions to solve our clients' toughest challenges but also bring smart innovation through series of quality enhancements, process improvements and a pragmatic approach towards clients' business challenges.

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