A CASE STUDY

SERVICE DESK AND END USER SERVICES

A global warehouse management software provider

STRATEGY & OBJECTIVES

- Deploy an integrated and standardized solution

- Improve overall end user experience

- Create single point of contact for all end user requests

ENABLERS

- End-to-End Capabilities in End User Computing, Service Desk

- Expertise in both application and infrastructure service desk environments

SOLUTION

- Service desk services for 3500 users globally

- Remote support for users globally

- End user services for India location

- Hybrid model of Service desk and End user services

DIGITAL SECURED INFRASTRUCTURE DELIVERED

A Standardized End user experience

Cost Optimized Remote Infrastructure Services

30% Reduction in Ticket Resolution Time

YoY productivity improvements