

Help Desk – Case Study

Client: Japanese Multinational Company

Synopsis

To provide application support centre and Asc team with 24/7 support. There was in need for proper focus on tasks like

- System monitoring, system health checks, SAP UID creation, deletion and modification, SAP administrative activities, job scheduling, e-mail monitoring, ticket registration.

Challenges involved



No proper support from vendor



Delivery is not up to the expected quality



Non adherence of policies and process



SLA breach

Solution

We provide 24/7 support in maintaining support logs, categorizing, prioritizing, tracking, and routing of the changes and incidents. We are also competent in monitoring the services/application performances implemented by the client.

- We document break-fix tasks along the lines of following the SOP
- We provide seamless 24x7x365 change management function
- We also deliver team training on new processes via most efficient approach
- The client was equipped to manage and assign email workflow
- The requests for change tickets are reviewed for completeness and authorized within agreed timescales

Total Members: 26

Benefits



Continues business support (provided 24/7 support)



Reduced cost



Provision to expand whenever required



Resource and knowledge management made easy



Maintained high SLA