

Onsite IT Infrastructure Services To Improve Operational Efficiency



About The Client

- One of the leading Managed Service providers based in Colorado, USA
- No of active clients: 36
- No of devices: 20,000
- Multi-stacked Technology Implementation and Support Services

Challenge

1. The key expectations from the customer are to achieve operational stability and bring down the cost.
2. Customers were expecting strict SLA adherence to meet their business goals.
3. The onsite support team stretched to meet deadlines.
4. Scaling of operations and still being able to provide the best customer service was a big challenge.
5. Regularly upgrading the skills of support engineers was an uphill task.
6. There were no well-defined processes for day to day operational management of IT Infrastructure.
7. Heterogeneous technology platforms demanded multiskilled support engineers.



Solution

1. Engineers were provided with specific training to monitor, escalate, and report to the client proactively.
2. Developed Runbooks and Playbooks for onboarding new customers into the support window.
3. Periodic reviews of calls and alters were established to look at exceptions.
4. We have established a VPN to connect to the client's system for maintaining compliance and security.
5. Our offshore team identified the alerts to addresses the underlying problems.
6. FourD worked along with the client and developed SOPs.



Benefits

1. Through our offshoring L1 and L2 support, operational costs were reduced.
2. Our team of dedicated engineers monitored and supported the client 24X7 remotely.
3. Our experts prioritized the problems and shared them with L3 in case of escalation.
4. Our SLA structure met the needs and demands of the client to give the proper support.
5. Our fully equipped engineers helped reducing downtime with both effort and time optimization.
6. We were able to handle and closed 99.9% of alerts.
7. Through our services, the client could streamline their process and focus more on their core business.
8. FourD deployed a team of senior engineers (L3) to address complex IT Infra issues.