How one of the world's top public restaurant brands was looking to **eliminate downtime and achieve** IT operational excellence.

ABOUT COMPANY

The client is one of the **world's top public restaurant brands** with the broadest outreach, PAN India. Whether debuting technology firsts, like voice-ordering iPhone and Android apps, or creating delicious new menu items, they're dedicated to our customers and focused on making great pizza and more in approximately 17,100 stores, with 5,649 in the United States, 1,500 in India, and 1,249 in the United Kingdom and 90+ markets around the world.

WHAT CALLED FOR THE TRANSFORMATION?

The company was looking for a Partner to support its **critical Business processes & operations** that were directly affecting the revenue. Trying to discover ways to improve their **CSAT Score** and provide a centralized monitoring platform and round-the-clock on-call support at remote locations. They decided to go for an Annual Maintenance Contract Partner.

THE CHALLENGES

The Company had rough control over its critical business processes, which called for us to analyze the pain points and lay down the challenges they had been facing in their IT operations:

- They needed proper asset verification.

- Lack of trained resources leads to business loss.

- There was a lack of preventive maintenance caused by high failure.

- Several IT mishaps were happening at their remote locations.

- They needed to have better IT Infrastructure and network connectivity.

- The remote locations of their branches and offices also contributed to the emergence of multiple IT incidents.

WE HELPED THEM ACHIEVE A SEAMLESS TRANSITION

100%
365x9x11 Dedicated resource availability

100%
of End-user logging their tickets

99%
SLA Adherence

100%
Process Adherence

9/10
CSAT Score

100%
PAN India Business availability

BRINGING IN A VALUABLE DIFFERENCE

The organization has witnessed a massive improvement in all of their IT Operations after the deployment of our Managed Services Solutions

- Continuous resource availability to support proactively on IT incidents.

- 100% centralized monitoring platform to handle and manage open calls.

- 60% reduction in IT mishaps at their remote locations.

- 69% reduction in vast volumes of open calls, and the resolution time.

- 24*7 round-the-clock end-user support & provided diagnostic kits to the employees and laptops for remote support.

OUR APPROACH: ADDING VALUE

- We delivered a proactive monitoring approach to address predictive failures.

- Provide manpower & IT setups for the different occasions/festive seasons.

- Increased SLA from 40% to 99% and helped in their business hours during business loss.

- Implemented the IT Infrastructure and proper network connectivity to minimize the number of IT mishaps happening at their remote locations like Shillong, Jorhat, Silchar, Dimapur, Siliguri, etc.

- The placement of well-trained resources to support during business hours.

Payment
Accepted Here

" *Trust was a big thing, and we learned that Team Computers had our best Interest at hand. We can now support our users faster than ever before."*

- What the customer says

Team Computers can be your trusted IT solution partner with 34+ years of experience, who understands all your IT needs covering Hardware Software, Service, Cloud, Analytics, mobility and attitude of sewa.

Are you looking for Technology Staffing Solutions Partner to improve your IT Critical Business Process & Operations?

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