

**India's largest commercial bank
achieves **IT operational excellence**
and **eliminates downtime** with the
help of our **IT AMC services****



DOMINANT PLAYER IN BANKING & INSURANCE SECTOR

The company is one of India's largest and government-backed insurance companies with the broadest outreach PAN India. As a universal bank, it touches the lives of millions of Indians through a wide array of banking products and services. Besides this the bank has an established presence in associated financial sector businesses including capital market, investment banking and mutual fund business.

WHAT CALLED FOR THE TRANSFORMATION ?

The Company was looking for an IT AMC Partner to reduce the number of IT incidents happening at their remote offices. Due to the lack of a centralized monitoring platform, they had sloppy handling and management of open calls. The lack of timely server support and qualified on-site personnel exacerbated the problem of tackling the unanticipated IT incidents. Unavailability of critical IT devices for longer duration of time resulted in huge revenue losses. There were vast volumes of open calls, and the resolu-

tion time was very high. The company had no prompt support to proactively react to the IT incidents. Additionally, the remote locations of their various branches and offices also were a contributing factor towards the emergence of multiple IT incidents. They were looking for an innovative partner who could suggest new ways to help them achieve 100% operational excellence and eliminate downtime.

THE CHALLENGE

- The company had their offices and branches at remote locations and no reliable IT support.
- Absence of centralised monitoring led to the unorganised management of IT tickets.
- The critical assets weren't getting timely support.
- Unavailability of on-site engineers and hot- standby spares increased the resolution time which in turn affected the business drastically.

WE HELPED THEM ACHIEVE A SEAMLESS TRANSITION



100% Process Adherence



80% Incident reduction



9/10 CSAT Score



100% Software & Hardware Compliance



“

A 99.999% uptime SLA means that you should expect less than six minutes of downtime over the course of a year—and, if we should fail to deliver, we'll compensate you for it. Our competitors offer a 99.9% uptime level. That's just three nines.

”

OUR APPROACH: ADDING VALUE

- Our team Implemented the ITIL framework - to ensure that our IT services are fully aligned to the organisation's key goals.
- Implemented daily proactive health checks of critical IT assets to ensure zero down-time.
- Deployment of 124 on-site and backup engineers - across Goa, Gujarat, Maharashtra for all-around and quick resolution of problems and closure of open calls.
- 24*7 remote support for immediate responses and in turn faster resolution time
- Hot standby spares provisioning at all remote locations to ensure 99.9% up-time.

BRINGING IN A VALUABLE DIFFERENCE



The organisation has witnessed faster response & resolution times after partnering with us.



With on-site support and a centralised remote support system, the organisation successfully eliminated downtime caused by equipment malfunction.



Our Zero incident framework approach and proactive monitoring mechanisms have led to predict failures well in advance and in turn, eliminate root causes of various repeated problems.

“

Experience level agreements (XLAs) are a reimagining of service level agreements (SLAs) that focus on what's most important to the end-user. Within these, XLA targets are end-user-centric metrics and KPIs that focus on the perceived quality of IT services and support.

”

With 30+ years of experience & 750+ support locations across India, Team Computers is the market leader in the Annual Maintenance Contract business. Our comprehensive annual maintenance contract is created for your organisation's need to improve the lifespan of your assets so that you can manage your business stress-free.

Are you looking for IT AMC Partner to improve health of your Critical IT assets?

Get in Touch with our IT AMC Experts:
sales.india@teamcomputers.com

