

An industrial powerhouse achieves
IT operational excellence and
eliminates downtime with the help
of our **IT AMC services**



DOMINANT PLAYER IN STEEL & POWER INDUSTRY

The Company is one of India's fastest growing and largest integrated steel manufacturers, significantly present in the steel, power, mining and infrastructure segment. Their business operations span across Asia, Africa and Australia. They have a product portfolio that caters to markets across the steel value chain and provide employment opportunities to over 22,000 Indians.

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 power plants. Unavailability of critical IT devices for longer duration of time resulted in huge revenue losses. They were looking for an innovative partner who could suggest new ways to help them achieve 100% operational excellence and eliminate downtime.

THE CHALLENGE

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

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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.**

WE HELPED THEM ACHIEVE A SEAMLESS TRANSITION



100% Process Adherence



70% Incident reduction



9/10 CSAT score



100% Software & Hardware compliance



OUR APPROACH: ADDING VALUE

- 01 > Our team Implemented the **ITIL Framework** - to ensure that our IT services are fully aligned to the organisation's key goals.
- 02 > Implemented daily proactive health checks of critical IT assets at Plant locations to ensure a zero downtime.
- 03 > Deployment of on-site skilled and backup engineers to address any emergency situations.
- 04 > **24*7 remote support** for immediate responses and in turn faster resolution time.
- 05 > **Hot standby spares provisioning** at all remote locations to ensure 99.9% up-time.

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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.

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.

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:
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