

**India's leading car manufacturer
achieves IT operational excellence
and eliminates downtime with the
help of our IT AMC services**



DOMINANT PLAYER IN AUTOMOTIVE SECTOR

The company is one India's largest passenger car maker and is credited with having ushered in the automobile revolution in the country. The Company is engaged in the manufacture, purchase and sale of motor vehicles, components and spare parts (automobiles). The other activities of the Company comprise facilitation of pre-owned car sales, fleet management and car financing.

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 manufacturing units. 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

- The company had multiple manufacturing plants and back-end offices 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



70% 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 downtime.
- Our team migrated 8500+ assets, including desktops and laptops, from Windows 7 to Windows 10.
- Implemented a dedicated and adept remote support deck to improve the IT incidents' overall response and resolution time.
- Deployment of on-demand critical IT devices and other ancillary resources on a rental basis to address emerging IT hardware and software needs and requirements.
- 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:
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