

**How India's leading electric
two-wheeler manufacturer
company **achieved 100%**
Software flashing Accuracy.**



ABOUT COMPANY

India's top leading electric two-wheeler manufacturer company. The growth story of the company is the effort of their people and management. They believe in **providing a friendly and open-door culture** with the opportunity to work in the best areas as well as explore the capacity of the organization and one's own potential.

WHAT CALLED FOR THE TRANSFORMATION?

The company was looking for a Partner to support their critical Business processes & operations that were directly affecting the revenue. Trying to discover ways to improve their CSAT Score and provide remote location support, Trying to discover ways to improve their vehicle control unit and program flashing; they decided to go for a Technology Staffing Services Partner.

THE CHALLENGES

The company had rough control over their 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:

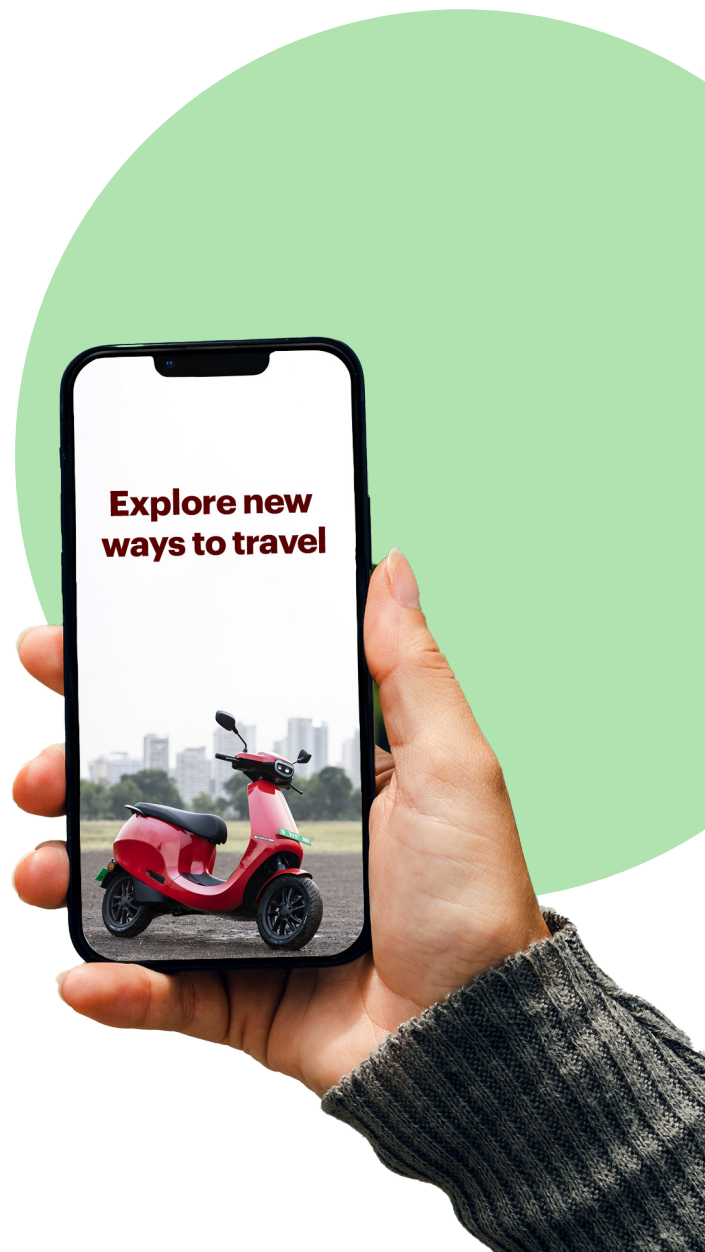
- There were no proper physical Pre Delivery Check points (PDC) across the locations.
- The company wanted remote support to ensure zero downtime.
- There was Lack of flexibility in shift timings and trained manpower.
- Lack of resources, the company wants more female resources in order to maintain gender diversity.
- Manpower scale up / down of resources was not adequate.
- A need for Improvement in the CSAT rating.



OUR APPROACH: **ADDING VALUE**

- Provide the scalable talent in order to improve the employee performance and productivity.
- 40% Increase in Customer Experience Index.
- Attrition rate is almost negligible.
- 50% Increase in Pre Delivery checkpoints Index in order to achieve TAT.
- Increased with the help of Month-on-Month incident reduction through our Zero Incident Program.
- Trained scalable resources and scale up/down to provide strong support to the location.

WE HELPED THEM ACHIEVE A **SEAMLESS TRANSITION**



BRINGING IN A VALUABLE DIFFERENCE

The organization has witnessed a massive improvement in capability on the scalability of talent and timely deployment of resources through us as their Technology Staffing Services Partner.

- Continuous scalable talent availability on the locations.
- Improved the time of Pre Delivery Check points (PDC).
- 24*7 round-the-clock remote support to all the regional offices.
- Customer Experience Index has increased by 40%.
- The Turnaround time has come down severely on Vehicle delivery; improving the overall 9/10 CSAT Rating.
- This transformation in their critical processes now allows them to spend more time on the core issues.

“

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?

Get in Touch with our Technology Staffing Solutions Experts:
marketing.ims@teamcomputers.com

