MICROLAND®
Transforming Technology Operations in a Networked World

Case Study

End User Management for a leading BPO

Client Profile

The client is a leading BPO and among India's leading integrated end-to-end outsourcing service providers. It services third- party clients on back-end processing as well as inbound and technology support.

The client has delivery centers in Hyderabad, Bangalore and Chennai with over 6,000 employees present at these three locations. It is the world's first BPO services company to achieve eSCM-SP Capability Level 5 Certification. The company also has Points of Presence (POP) in UK and the US.

Client Context

The client has a large organization spread across 3 cities and as many as 7 facilities in these cities with more than 6,000 employees who handle business critical applications. Their infrastructure includes multiple networks that are configured to handle multiple clients.

The client's SLAs with its customers are at 98% availability. These SLAs are also tied to strict financial penalties if the client is unable to meet these SLAs. The client's own infrastructure, therefore, had to be managed effectively to ensure that the client would be able to meet the SLAs that the client has committed to its own customers. The client's internal IT team was struggling to keep pace with the dynamic nature of their technology requirements.

The client's IT infrastructure required frequent upgrading on both the hardware as well as the software side, including upgrades and patch management. The internal IT team did not have the capability to quickly build skills on new technologies as required. Lastly, the client had several end customers who required the client to implement the latest security safeguards.

Microland Approach

Microland started the engagement by identifying the various problems in the client's infrastructure and processes and conducting a root cause analysis on the same.

Microland then proceeded to put in place a new set of systems and processes that automated many of the processes that were previously manual. This immediately improved the existing service levels and ensured high availability of the IT infrastructure.

Key Deliverables

To reduce the number of incidents and outages, Microland introduced a proactive monitoring system for critical devices and services across all the client locations.

Microland effectively managed high severity incidents to significantly reduce the average restore time for such incidents. Further, a mechanism to document issues and their resolutions was put in place to improve the incident and problem management for the client's infrastructure.

This included detailed process maps, a Change Management Database, device details and their service documentation.
Microland also rolled out a service improvement program based on the gaps observed in technology, process and skill. It also institutionalized reviews for operations, technology as well as business requirements to understand and document the needs and the gaps.

Benefits

- Availability of Critical Devices and Services improved dramatically to over 99.5%
- Configuration and change management processes were simplified and stabilized
- Improved turnaround times for incident resolution
- Automation of compliance checks
- Reduction in link outages by implementing advanced routing technology
- Enhancing Security by implementing VLAN, VACL and building resiliency in the firewall
- Six Sigma (GB) project for SLAs for breached tickets improved the score from 2.7 to 3.6
- Automation of several day-to-day tasks

email: marketing@microland.com visit: www.microland.com