

CASE STUDY - Desktop Management Services

For a leading BPO and Professional Services Company

SNAPSHOT

Industry
BPO

Business Challenge

- Availability of infrastructure 24x7
- One stop shop for IT management
- Sustain uniform performance across locations
- Delivering high quality services to clients

Omnitech Solution

- Total IT management
- Single point of contact for all services
- Set up emergency response team for pro-active monitoring
- Deployed trained professionals for problem resolution

Business Benefits

- Minimised infrastructure downtime
- Clear focus on core business and streamlining of IT
- Easy access to skill resources
- Overall cost reduction and improved user and infrastructure support

Company Overview

Our client is UK's leading business process outsourcing (BPO) and professional services company. They deliver back office administration and front office customer contact services to private and public sector organizations across the UK and Ireland. Their flexible structure enables them to deliver multiple services to individual clients, and multiple services across multiple markets, highly efficiently.

Business Challenges

- Having such a large infrastructure and understanding the importance of IT support for its core business, our well known client required the infrastructure to be available at all times with the highest level of SLAs from the supporting vendor.
- Delivering high quality and cost effective services to the end customers.
- Single vendor who could provide desk side support, vendor management, IMAC services, escalation management and reporting
- Maintain the same level of performance across locations

Due to the above mentioned challenges, our client was looking for a managed IT services provider who could support their IMAC, Troubleshoot & Administration, Part Failure Identification & Spare Inventory Invocation, Asset Accounting, User Handling, Vendor Coordination and Escalation & Reporting.

Solution

Omnitech along with the client used a phased approach to reach the steady state, at which Omnitech took over the complete responsibilities of offering Desktop Management Services.

- Fully managed desk side support covering the entire technology environment that includes laptops, desktops, IP Phones, Printers, & Scanner.
- Single point of contact for all services and support related to desktop management
- Emergency Response Team (ERT) services - to deliver fast assistance when needed the most to give confidence of knowing that whenever hardware fails, they'll have fast, reliable assistance from world-class experts.
Complimentary to Break Fix Services are our Deskside Support Services - Dispatching a trained and qualified technician to the client's location to resolve problems related to any software or hardware.
- Deskside support services at five office locations across India

The above mentioned solutions were based on the ITIL framework to provide onsite support which included the following activities:

- Proactive Monitoring of Critical Assets
- Preventive Maintenance, troubleshooting and administration
- Asset Management
- Vendor Management
- Escalation & Reporting
- Part Failure Identification & Spare Inventory Invocation

Omnitech has deployed a dedicated resource to ensure Asset Management with periodic audits of all the assets. The current end points are in excess of 14000 by 30+ resources.

Benefits

The business benefits which customer has enjoyed after outsourcing its Desktop Management Services to Omnitech:

- Minimized downtime throughout the organization
- Overall cost reduction.
- Clear focus on core business rather than IT support
- Easy access to skilled resources with the ability to ramp-up or ramp-down requirements to need.
- Streamlined IT management
- Improved user and infrastructure support without up-front investments or management hassles
- Single point of contact for all services and support related to desktop management services

About Omnitech InfoSolutions :

Omnitech is a global IT solutions and services provider company in the areas of business availability, business continuity and business enhancement services. With over 23 years of fostering client relationships, we at Omnitech are agile to establish the best global credentials through world class quality certifications. Besides the conduct of ISO 9001:2008 Surveillance audit for quality management, we have also gained ISO 20000, ISO 27001 and BS 25999 standards.

As an intensely technology focused company, Omnitech banks upon its ability to anticipate and address IT requirements across business in a cost effective manner. Omnitech InfoSolutions helps customers to align their IT with their business goals and offers value added services at different phases of their IT planning and deployment cycle. We help them to derive optimum utilization of their IT resources and lower their cost of operations. Within the broad direction, Omnitech innovates in order to compete successfully. Emerging as a pioneer in business continuity services, Omnitech introduced first of its kind disaster recovery centre in India meeting all the global standards, thereby demonstrating both its knowledge of technology and skills of implementation.

Contact Omnitech InfoSolutions today for free consultation

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