

CASE STUDY FOR INCIDENT MANAGEMENT SOLUTION WITH 24x7 SUPPORT

For one of the famous travel and ticketing company

SNAPSHOT

Industry

Travel and Ticketing

Business Challenge

- 24x7 robust IT support window
- Support for PAN India Locations
- Recurring Server downtime

Omnitech Solution

Automated call logging solution was provided for incident management process to meet the client's requirement and to avoid any kind of business loss

Business Benefits

The automated tool not only helped the client with direct access to the end users for logging and viewing their call status independent of time but also helps the IT team of the client to have timely and automated alerts in the system

Company Overview

The client is one of the famous travel and ticketing company with offices across India. They are known for their service quality and have grown in leaps and bound from the time of its inception. They are rapidly expanding their business operations and their offerings include search and booking for domestic and International flights for over 5,500 domestic hotels and 109,000 international hotels, railway tickets, holiday packages, insurance and mobile services for travel and global destination guides.

Business Challenges

Since the client's operation are expanding at a very fast pace hence a robust IT support was required to meet its growing business needs. Their existing vendor was unable to give them the required 24x7 support window. As the client operates 24x7 so it was very important to get the efficient and effective support system in place without hampering the business.

Also, the existing vendor was unable to support their PAN India locations which are equally important and critical. Because of all the above mentioned challenges, the client was facing loss of business time due to recurring server downtime, performance issues risen up, and prolonged downtime were effecting their customers trust.

Technology Challenges

They were not having an automated incident logging system and was maintaining the incident details over an excel sheet and hence was unable to do the performance analysis of their existing IT vendor.

Solution

Omnitech consulted and analyzed the client's challenges thoroughly. To meet the client's requirement and to avoid any kind of business loss,

Omnitech's team of experts suggested an automated call logging solution for incident management process. Since, an automated solution was given so it makes it much easier to report and measure the performance. The automated solution was also enabled its customers with a single console and the flexibility to log their call status with alerts.

Results

The automated tool not only helped the client with direct access to the end users for logging and viewing their call status independent of time but also helps the IT team of the client to have timely and automated alerts in the system. It also allowed the client to view Omnitech's performance from a single console and evaluate the IT performance.

About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2000 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Omnitech InfoSolutions today for free consultation

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