



## White Label Managed Services reduced OPEX and optimized quality of Service (QOS)

### In Brief

#### Industry

IT-Network infrastructure solutions

#### Challenges

- ▶ Providing 24X7 support services
- ▶ Hiring and training engineers was time and cost intensive

#### Solution

CSS built a state-of-the-art NOC operating 24X7, adhering to ITIL® best practices

#### Benefits

- ▶ Ensured high-availability of customer support 24X7
- ▶ Reduced hiring and operational costs by 50%
- ▶ Never missed an SLA till date - event notification within 15 minutes
- ▶ 70% of incidents were resolved at Tier 1 level reducing further escalation to Tier 2 and Tier 3 levels
- ▶ Maintained FCR at 90% consistently
- ▶ Helped the client maintain 85%-plus ranking in the customer satisfaction survey

### The Client

The client is a Fortune 500 company, providing network computing infrastructure solutions that include computer systems, software, storage, and services. With employee strength of 34,500, the client conducts business in more than 100 countries around the globe. Their products and services address the complex issues that customers face today, including increasing demands for network access, bandwidth and storage being driven by explosive growth in network participation and sharing. Their network computing infrastructure solutions are used in a wide range of industries including technical/scientific, business, engineering, telecommunications, financial services, manufacturing, retail, government, life sciences, media and entertainment, transportation, energy/utilities and healthcare.

### Challenge: Servicing the client's customer-base 24X7

The client had constraints in servicing a huge customer-base round the clock. As their business is on-demand in nature, end user experience is critical for them and required more support engineers to support their customer-base. Hiring and training Tier 3 level engineers with higher technical skill set was a cost intensive task. As the scale and magnitude of tasks posed a serious risk of losing focus on innovation and technical leadership, the client was forced to look for an experienced partner. The client wanted the partner to make the program to go-live within 4 weeks. One of their stringent SLA's was to notify an event within 15 minutes of its occurrence and immediately dedicate expert personnel to address the issue. CSS was chosen among the client's most preferred partner network.

### Solution: Infrastructure management and support services 24X7 across multi technology domains at Tier 1 to Tier 3 levels

The engagement was initiated from offshore providing a highly responsive infrastructure management solution. The client transitioned their APAC region operations to CSS. Rapid deployment of the initial team for knowledge transfer was successful. State-of-the-art dedicated NOC was setup and the project went live within 4 weeks. CSS met all the go-live and monthly performance targets. CSS monitored and managed 2000+ devices for 30+ customers providing 24X7 support coverage spanning across multi technology domains (OS,

#### High availability to the customer-base

DB, Network, Storage) at Tier 1 to 3 levels. On Demand services for high end functions like CDE (Customer Design Engineer), IM (Implementation Manager) services and support, were provided. Heterogeneous computing environments were supported with rapid technical issue remediation and root cause analysis. The

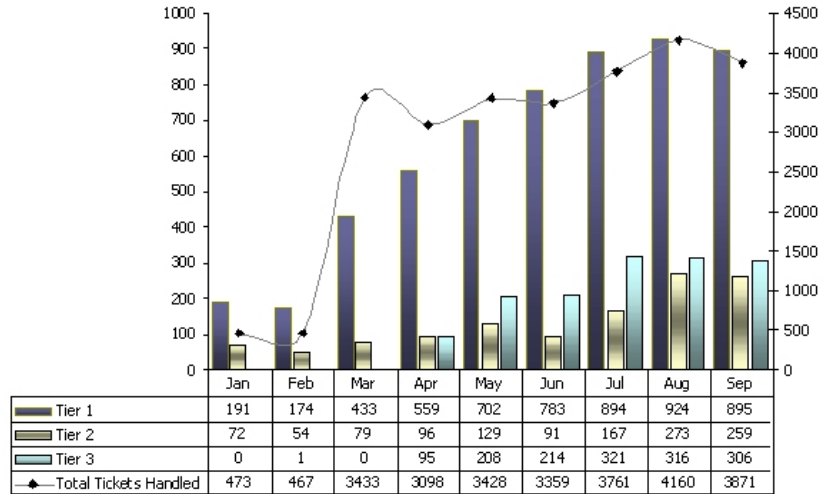
Tier level resolution trend can be seen in figure 1. MON-MAN (monitor-manage) services were provided seamlessly to the customer.

## Summary

As a leading provider of network computing infrastructure solutions, the client wanted to provide 24X7 support services to their customers and increase customer satisfaction.

They partnered with CSS and transitioned their APAC region operations, offshore. CSS provided ITIL® based service delivery with 24X7 coverage of all three Tier levels across multi domains through a dedicated NOC.

As a result, there was high service availability to the entire customer-base and the client maintained 85%-plus ranking in their customer satisfaction survey.



## Benefits: Better pricing and delivery model

CSS' remote monitoring and management services are based on ITIL® (Information Technology Infrastructure Library). Remote management of most of the operations has allowed client's customers to reduce IT administration time by 70 percent. Our seamless 24X7 support helped the client maintain high-availability to their entire customer-base.

### Program went live in 4 weeks

The secured NOC saved the hiring costs of engineers for Tier 3 level support by over 50%. An event notification was sent within 15 minutes whenever a problem occurred and a ticket was raised at the service desk. Over 70% of incidents were resolved at the Tier 1 level. Our best practices and industry standards helped the client build a scalable, responsive, and high-quality service model, maintaining first call/email resolution at 90% consistently. Our services helped the client maintain 85% plus ranking in the customer satisfaction survey.

## Return on Investment

The client's cost of ownership was reduced by over 50%. 24X7 coverage through MON-MAN services negated the need to hire Tier 3 level engineers who are heavily priced.

## Future Plans

Initially, CSS started servicing 10 - 15 customers and currently support 150 customers. CSS supports 2000+ devices and handles 2500+ incidents per month. The client would like to extend the success of the service delivery for APAC CC to AMERICAS and EMEA, to bring down their load considerably. CSS will leverage maximum of APAC CC experience for the transition from existing vendors/teams.

## About CSS

CSS is a leading provider of high-quality infrastructure management and technology support services. Using a proven and cost-effective global delivery model, CSS manages technology, infrastructure, platforms and applications for Fortune 2000 companies, and provides 24x7 support solutions for leading enterprise and consumer technology vendors. CSS employs close to 5,000 employees and has offices in North America, Europe and Asia, including world-class offshore delivery centers in India. Headquartered in San Jose, CA, the company is backed by leading financial institutions including Goldman Sachs and Sierra Ventures.

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