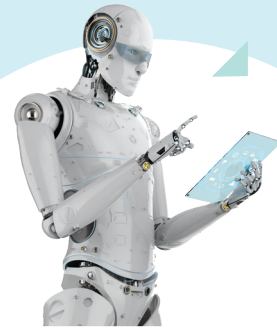


# A global insurance and financial services organization



## Company Profile

A global insurance and financial services organization providing innovative risk management solutions having 5000 users working in 30 different locations.



## Business Problem

- The customer was looking for 24x7, round-the-clock managed service for their help desk and IT infrastructure related tickets.
- They also wanted to reduce the service desk operational cost significantly.
- The customer wanted a scalable model to meet future increased business demands.
- The customer had an old, basic ticketing system and wanted to upgrade to a SaaS based solution.



## Solution Offered

- We implemented a comprehensive service desk and remote infrastructure management (RIM) service ([www.servicerize.com](http://www.servicerize.com)).
- ServiceRize service consisted of creative combination of ServiceRize support agents (Level 1 and Level 2 RIM infrastructure - Desktop, server and network and end-user support) and ServiceRize robots seamlessly delivering superior, seamless service
- The Service also included project management of ongoing IT projects including new technology rollouts and upgrades (i.e. Windows 10, iPad rollouts).
- The old help desk system was replaced with BMC RemedyForce solution including complete operational support of the platform
- Effective governance framework was set through daily calls with the Customer team and weekly discussions on continuous service improvements





## Benefits derived

---

- › The remote services ([www.servicerize.com](http://www.servicerize.com)) helped the customer to focus on their core business and not worry about the day-to-day IT support challenges and managing the service desk platform.
- › Freed bandwidth of existing support staff to get involved in strategic initiatives
- › 24x7 Coverage was provided without sacrificing SLA's or customer satisfaction
- › A modern, RemedyForce ITSM platform helped users to log service desk tickets with enhanced user experience.
- › Flexible and scalable support model to handle sudden surge of tickets
- › Capability to offer multi-language support
- › Skilled, ITIL certified support staff to handle L2 level infrastructure management tickets

The infographic features a light blue background with stylized clouds at the top. It consists of two rows of data. The first row has three circular icons containing the values 15000, 94%, and 100%. Below each icon is a dark teal rectangular box with white text. The second row has two circular icons containing 90% and 50%, with similar teal boxes below them. The bottom of the page has abstract light blue shapes.

**15000**

Tickets per year

**94%**

SLA adherence

**100%**

fulfillment of work orders

**90%**

TAT improvement over

**50%**

Cost reduction over