

Global manufacturer and distributor of total industrial packaging solution



Company Profile

The customer is a multinational manufacturer and supplier of world class steel and plastic strapping, wrapping, taping, protective packaging and lashing equipment, consumables, tools and accessories. Customers parent Industrial Group, USA, a global leader in the industrial bulk packaging industry with a heritage that goes back more than 100 years.



Business Problem

- › The customer was looking for 24x7x365 support service for their ERP Oracle E-Business, Integration of ERP and applications support related tickets
- › They also wanted to reduce the DBA operational cost significantly.
- › They wanted to ensure 99.99 % uptime for the Business applications.
- › The customer wanted a ownership based support to maintain their Oracle E-Business suite that they can focus on their core Business.



Solution Offered

- › We implemented a comprehensive service desk and remote DBA and Applications DBA management service (www.servicerize.com).
- › ServiceRize service consisted of creative combination of ServiceRize L1-L2 support agents (DBA infrastructure – Application DBA end to end support including Oracle Database, Oracle Applications various application layers. Workflow management, email integration with Oracle E-Business Suite and ServiceRize seamlessly delivering superior, seamless service
- › For Business continuity we implemented DR solution using Oracle Standby Database. We take care of quarterly DR Drills to ensure robust operations.
- › Sr. DBA team keeps on advising and implementing Security Solutions recommended by Oracle and ensure Data Security.
- › DBA team ensures best performance possible considering OS, Database Tuning.
- › Linux related support is provided for best outcomes from Oracle E-Business Suite.





Benefits derived

- › The remote services (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
- › Guarantee about continuous availability of Database and E-Business Application
- › Skilled, ITIL and Oracle certified support team to handle L1,L2,L3 and L4,Architect level Oracle E-Business suite tickets.
- › Automation of Backups policies ensures consistent business operations.

2000

Tickets/Month

99.99%

SLA adherence

99.99%

Uptime

98.5%

FCR improved

60%

Cost reduction