

## Reduced Costs and Increased Productivity through Remote Infrastructure Management and Support

“ 24x7 uptime for a critical business application ”

### Executive Summary

MindTree undertook the management and support for an online store application used internally by a large virtualization services company to track sales orders and support. This application forms the backbone of the client's sales process and helps them bundle different components of products to offer to their customers. It also keeps track of any technical support query by email or phone.

MindTree leverages its expertise in infrastructure management to support this application 24x7 and provides the client with a dedicated team to manage and maintain their business critical application.

### The Client

Based out of North America, the client is the world's leading provider of virtualization solutions and services. With a customer base of over 20,000 organizations, this 3,000 people company develops technology designed to substantially lower IT costs; provide more flexibility in choosing operating systems, and offer a more automated and resilient systems infrastructure capable of responding to variable business demands.

### Business Situation

The client uses an internal browser-based store application which they use to track the sales orders and bundle different products or their components offered to their customers. This internal application was being supported 16x5 by an internal support team of 2 engineers at their offices.

The client wanted a dedicated team that could offer a 24x7 application support, such as logging tickets, problem analysis, and solution. The client also wanted Level 1 support when an engineer was unavailable at their offices in North America.

### The Challenges

The client wanted to reduce overheads and decrease the operating expenses of a dedicated 24x7 support team. There was very little documentation available for the application and the knowledge transfer was a challenge. The client wanted a team that could scale up quickly.

The biggest challenge was that there was significant traffic on the system after office hours in North America, mostly from APAC and EU regions. This put heavy load on the servers and sometimes the systems had to be restarted. The team had to deal with the lack of a physical presence at that time within the data center.

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## The Solution

The team at MindTree undertook the initiative of developing a knowledge bank for the application. All the system documentation and technical details were collected and put into respective repositories for later reference. This gave the client a ready made set of documents that could be used internally with new or existing associates.

The 24x7 support from the offshore team consists of 5 senior engineers and one team lead. They are responsible for:

- › remote monitoring the Store Application's performance and managing application availability
- › meticulous documentation of issues in the ticketing system
- › analyzing recurring problems and work with development and DB teams for deploying permanent solutions

The team, based out of the Bangalore office, ensures seamless operation and visibility through effective processes and initiatives. Some of these are:

- › Reviews: weekly and monthly, with the development and DB team
- › Escalation: matrix defined for all circumstances with clear norms and responsible persons
- › Reporting: weekly, monthly and quarterly
- › Business participation: periodic and proactive through reviews and escalation processes

## The Technology

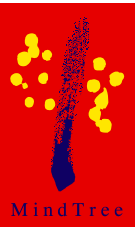
The team used the following tools and technologies:

- › Microsoft Technologies
- › SQL
- › Weblogic

## Business Impact

Using MindTree's extensive expertise in infrastructure management, the client was able to reduce management costs of support for critical business applications. The following are some of the benefits to the client:

- › Resolution rates within agreed upon SLAs stands at > 75% (industry averages around 45%).
- › SLA compliance for response time within 24 Hrs is 100% (industry averages around 70%).
- › Ticket-to-Email Ratio is at 93.06% (industry averages around 60%).
- › Aging % (what are the oldest tickets in the queue) are running at near 100% within 48 Hrs (industry averages 10% in 2 weeks).
- › Average Quality Score is 92% - a measure of process, technical skills and customer support skills (industry averages around 55%)



### ABOUT MINDTREE

MindTree is a global IT and R&D Services Company co-headquartered in the U.S. and India. With a passion for customer satisfaction, MindTree partners with its clients to create a transparent, value-based relationship. Our domain experts deliver business-enabling solutions by leveraging a consulting led, framework-based and IP-driven approach. MindTree's IT Services business provides a range of services to CIOs across a variety of industry segments. Our R&D Services business works with Technology companies to help build innovative products by providing Product Realization services.

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