



**Making a Difference to IT Management Worldwide .....**

**IT SERVICE MANAGEMENT FOR THIRD PARTY BPO AND SOFTWARE DEVELOPMENT SERVICES COMPANY**

**Background:**

The Company is Global Leader in Technology Services. It has India based BPO and Software Development Services organisation with customer deliveries to GM, Bank of America, Airtel, etc.. The customer operates from multiple locations across India and in Bangalore, itself works from seven locations. There are about 30000 end users in the company.

The customer uses Heterogeneous technology platforms from Alcatel, Cisco, HP/Compaq, Microsoft, etc.. The customer requires High Availability IT infrastructure and works on very stringent Service Levels for their end service customers. Customer has outsourced their IT Infrastructure management.

In the past Customer was using a Staff Augmentation method of outsource where resources would be provided by a vendor and the services will be rendered. However, customer was facing lots of problems related to Training, Attrition, Non-deliveries and no MIS of any kind to measure the quality of deliveries. Further, problems of deliveries were addressed by adding more people by the vendor to handle the activity thereby increasing the number of people in the staff augmentation at the same time quality of work did not improve. Increase in head count from the vendor resulted in increase of the IT Management costs with no improvement.

The customer reviewed InKnowTech models of IT Management and chose the “SLA Model” where the customer gets Service Level based commitment and the service is rendered on the scope of activity rather than billed on head count. As on date, Customer uses InKnowTech services in more than Twenty locations to manage the IT infrastructure and end user computing.

**Deliveries :**

- ✿ 24/7 IT Service Management to support more than 25000 end users and Devices

