Unlocking Excellence: 95% SLA Performance Powered by Seamless IT Transition and Unmatched Onsite Support

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Overview

The client is a leading global technology provider in the travel and transport industry, founded in 1976, delivering financial, commercial, cargo, and analytics solutions to over 400 airlines, travel agents, and shippers. They needed a seamless IT outsourcing transition to improve resource management, uptime, and SLA performance.

Objective

The client needed framework for a smooth IT outsourcing transition, prioritizing transparency and efficiency as part of rapid business continuity from their existing vendor. The primary goals included achieving over 95%+ SLA compliance, ensuring 100% availability of onsite resources. Additionally, they aimed to implement a dedicated 12x7 ticketing system for effective incident management, service level monitoring, and asset tracking.

Business Challenges

The client faced critical challenges in their IT operations, impacting business efficiency and service reliability.

- **Inefficient Vendor Transition:** Lack of a structured transition framework, leading to delays and business disruptions
- **Resource Management Gaps:** Difficulty in ensuring 100% resource availability, causing service interruptions
- **Service Quality Concerns:** Inconsistent SLA performance and limited visibility into service metrics
- **Fragmented Ticketing System:** Absence of a centralized system for incident management, SLM, and asset tracking

The Solution

We leveraged our expertise in transitioning IT outsourcing processes to deliver a robust 12×7 end-user support across client global locations, with remote assistance managed from a centralized location. Our team implemented a centralized ticketing system to streamline incident management, monitor service levels, and track assets, providing real-time visibility and accountability. To standardize operations and maintain service consistency, we also established a comprehensive knowledge transfer process that included standard operating procedures (SOPs) and runbooks.

Value Delivered

Our solution provided measurable improvements in the client's IT operations, ensuring enhanced efficiency, transparency, and service reliability. The seamless transition and proactive resource management significantly boosted service performance while reducing operational risks and downtime. By aligning our strategies with their goals, we ensured a clear path for future growth, solidifying a strong partnership built on trust and success.

100% Onsite Resource Availability, Eliminating staffing gaps

95%+ SLA Compliance ensuring consistent achievement of targets & service reliability

Centralized dashboard for real-time service tracking and performance metrics

Business Benefits

Improved SLA Compliance	Operational Continuity from existing vendor	Faster Issue Resolution	Standardized Processes