

# Global IT Service Desk Operations for a Leading Wireless Distributor



## Customer

One of the world's largest distributors of mobile phones, supporting the global wireless telecommunications and data industry by providing quickly deployable, flexible and cost effective solutions.

## Their Need

Our customer has presence in over 25 countries with over 3000 employees working from distributed locations. Their Global Service Desk (GSD) is set up in Dubai providing IT Infrastructure and Application Support, for systems and business applications respectively.

Few reasons that prompted our customer to look at outsourcing options for their application maintenance and infrastructure management needs:

- ▶ Our customer's recent acquisition provided them abundant IT resources at higher costs. They wanted to reduce the team to a manageable size and achieve cost optimization. Some of the options that were being explored included:
  - ▶ Low cost IT center at any of the East European countries
  - ▶ Offshore outsourcing
- ▶ They did not have a centralized IT support system and had about 25 support people distributed in different global (EMEA) locations. There was a need to streamline the support process across all the locations
- ▶ They wanted to move their existing team to provide Level 2 and 3 support and form a cost effective offshore team for Level 1 support

## Solution

After a long evaluation process in areas such as Application Development, Microsoft Technologies, IT Infrastructure management and so on, Aspire became the chosen strategic partner for our customer. In this case study, we focus on the activities related to Support, ie. Global Service Desk for IT and Applications

### Global Service Desk (GSD)

#### Level 1 Support

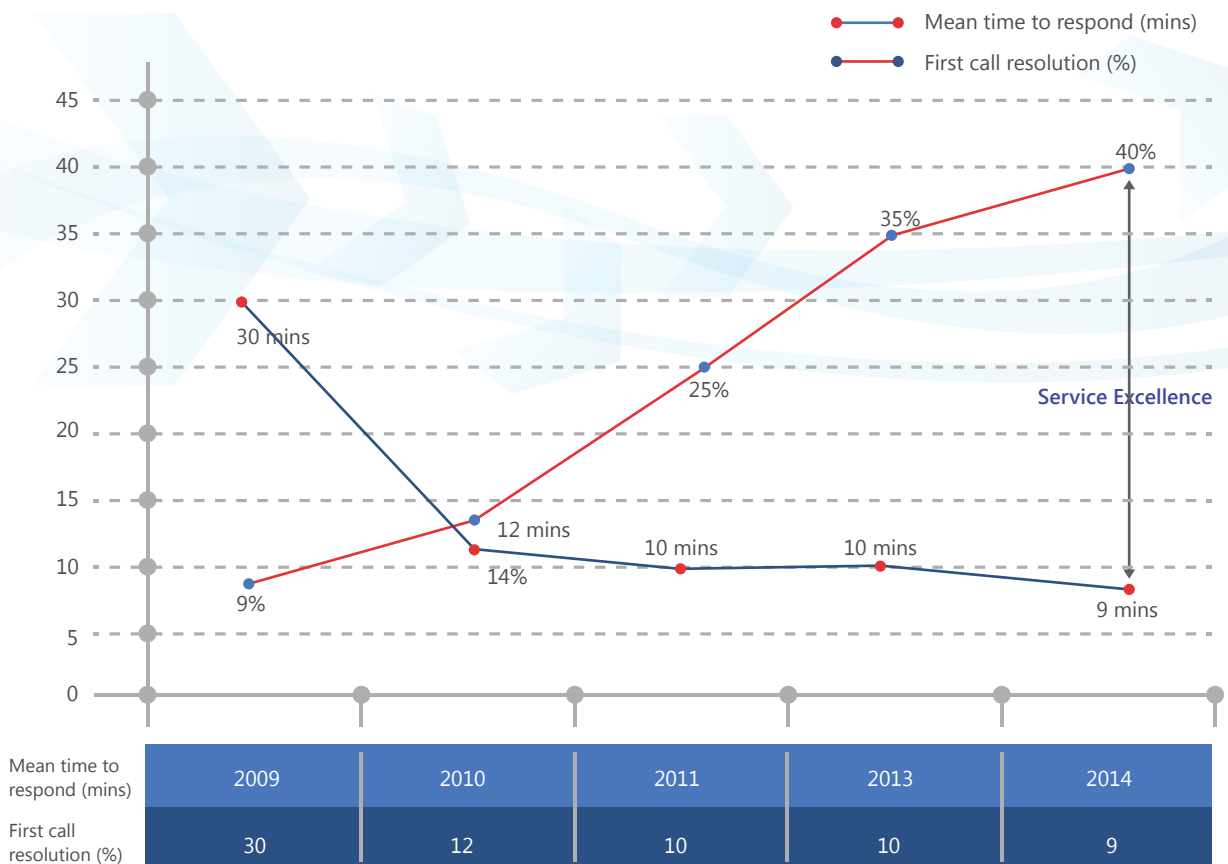
- ▶ GSD used ServiceNow, IT service management tool for handling service requests globally
- ▶ Incident management process involving detection, investigation, resolution and closing of incidents which hinder quality of service
- ▶ 9 dedicated resources for regular assignment of incidents
- ▶ Volume of tickets handled – 1200/day
- ▶ Service level agreement

Incident Assignment	Within 10 minutes of incident creation
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#### Level 2 Support

- ▶ User creation/removal process in active directory, handling mailbox in exchange account, VPN backups on servers, monitoring activities and troubleshooting VPN issues, printer issues and any other desktop applications
- ▶ 6 dedicated resources

Level 1 Support Activities	Level 2 Support Activities
Single point of contact for all IT related queries through telephone, e-mail & chat	Account unlock and password reset for active directory and other applications
Ticket triaging – Update ticket information, prioritize & acknowledge the customers	Backup administration, monitoring & troubleshooting
Incident management process involving recording, investigation, resolution and closing of incidents which hinder quality of a service	Troubleshooting printer issues and other desktop applications like Lync, Outlook, etc.,
Helping customers with “How-to” questions	Creating and updating user mailbox, shared mailbox, distribution list and public folder
Route incidents to respective support groups and update them with priorities (10 minutes SLA)	Monitoring and troubleshooting SCOM alerts
Follow up on the incidents until closure	Service request fulfillment – User provisioning, de-provisioning in AD and other enterprise applications like IFS, Jira, etc.,
Update knowledge base to reflect process changes	



Service Delivery Maturity Trend

## Skillset

Level 1 Support	Level 2 Support
Basic understanding on active directory domain services	Good understanding on forest and domain functional levels in AD, exposure to AD objects
Knowledge on user account modification (password reset/ account unlock, group membership changes)	Experience in updating systems with latest service packs and performing regular windows patch update
Hands on experience in troubleshooting client software issues - MS Outlook, Lync, Dominos, VPN, CITRIX, VSphere, Juniper and Internet Browser Clients	Knowledge on backup methodology and exposure to DPM and Symantec backup management tools
Experience in handling laptop, desktop OS issues - Registry, DLL services, ActiveX, Java, certificates and performance issues	Exposure in handling Exchange 2007/2010/2013 issues and requests
Excellent interpersonal & communication skills with logical & analytical ability	Server monitoring - Ability to analyse root cause using monitoring tools such as SCOM, BPPM-BMC and escalating to Level 3

### Snapshot

[Remote Desktop Assistance](#) – GoToAssist  
[Monitoring Tool](#) – Microsoft SCOM  
[Service Desk Tool](#) – ServiceNow  
[Engagement Model](#) – Dedicated  
[Working Model](#) - Onsite-Offshore  
[Team Size](#) – 15 Members



### Benefits

- ▶ An average volume of 1200 tickets that includes system alerts, incidents, service requests etc. on a day-to-day basis was handled by Aspire's Level 1 support resources by strictly adhering to SLA Terms
- ▶ In addition to not having to worry about resource management, attrition, knowledge retention etc., our customer is realizing over 50% cost benefit by engaging Aspire for their Infrastructure management services
- ▶ Our customer intends to outsource all the non-core IT competency areas and IT infrastructure operations to Aspire, which is critical to ensure their business continuity
- ▶ Perfect understanding about client's infrastructure with the availability of dedicated 24\*7 support team
- ▶ Reduce business impact of incidents by timely resolution and significantly increased IT effectiveness infrastructure

### Service Level Agreement - Level 2 Support

Priority	Resolution Timeline
Critical	1 hour
High	4 hours
Moderate	3 days
Low	5 days
Planned fixes	20 days



### About Aspire

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our services include Product Engineering, Enterprise Transformation, Independent Testing Services and IT Infrastructure Support services

Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customers and employees.



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