Case Study

Global Service Desk for IT and Applications support for a leading wireless distributor

➤ OUR CUSTOMER
One of the world’s largest distributors of mobile phones, supporting the global wireless telecommunications and data industry, providing quickly deployed, flexible and cost effective solutions.

➤ THEIR NEED
Our customer has presence in over 25 countries with over 2700 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 then provided them abundant IT resources at higher costs. They wanted to reduce the team to manageable size and achieve cost optimization. Some of the options that were being explored included – 1) low cost IT center at any of the East European countries 2) offshore outsourcing

• They did not have a centralized IT support system and had about 25 support people distributed in different locations. There was a need to streamline the support process

• They wanted to move their current team to provide Level 2 and 3 support and form a low cost offshore team for Level 1 support

➤ THE 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 Support

• Level 1 Support
  • GSD used service-now, IT service management tool for handling service requests globally
  • Incident Management Process involving detection, investigation, resolution and closing of incidents which hinder quality of a service.
  • 10 dedicated resources for regular assignment of incidents to appropriate
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- Volume of Incidents handled – 1200/day
- SLA Terms
  - Incidents assignments within 10 minutes of detection of the incidents
  - Follow up on the incidents until closure – within 5 days of the incidents
- **Level 2 Support (Network & Server Support)**
  - User creation/removal process in Active directory, Handling Mailboxes in Exchange account, VPN Backups on servers, Monitoring activities and troubleshooting VPN issues, Printer issues and any other desktop applications
  - 4 dedicated resources
- **Level 3 Support**
  - 1 SCOM administrator managing about 375 Servers using SCOM as Primary Monitoring Tool.
  - Trouble shooting SCOM alerts
  - Upgrading SCOM 2007 to 2010
  - SCCM deployment

**Application Maintenance Support**

As one of the market leaders in Wireless distribution across the globe, variety of applications are used satisfying the varied business needs. With a customer base of more than 25,000 B2B, support forms the critical aspect of the business.

Some of their current applications that are being maintained by Aspire:

- IFS (ERP)
- RedPrairie (Warehouse Management System)
- XPP (used for serialization and kitting)
- Online Webshop portal
- EDI applications (Electronic Data interchange) and so on

Currently we are providing Level 1 and Level 2 support for EDI and Online portal used in Denmark and Sweden region.

- **Level 1 Support**
  - 5 dedicated engineers. The typical activities including monitoring the email exceptions thrown from the EDI applications
  - Grouping of Exceptions and creation of Incident for Assignment to Level 2 Support team or to appropriate owners/team (this includes Aspire’s L2/L3 support teams)

- **Level 2 Support**
  - 4 dedicated Engineers
  - Troubleshooting and providing solutions for the customers’ EDI and BPO
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- Resolving configuration issues
- Discussion with the end customer to gather requirements and providing them to the EDI Development team (which includes Aspire developers as well)

**Key Benefits**

- In addition to not having to worry about resource management, attrition, knowledge retention etc., our customer is realizing over 20% cost benefit by engaging Aspire for their Infrastructure management services.
- Our customer has also engaged Aspire for their software development and maintenance related projects. Currently, a team of over 55 Aspire engineers work for our customer from offshore, thus passing on even larger cost benefit ratio from the overall engagement.
- 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.

**ABOUT ASPIRE SYSTEMS**

Aspire Systems provides end-to-end software development services to Independent Software Vendors (ISVs)/packaged software providers, Software-Enabled Businesses and Innovative Enterprises.

We are passionate about Producteering™ – our approach to creating software better and faster. It helps us deliver tangible business results for our customers through technology. Our key strengths are in the areas of SaaS, Cloud Computing, Web 2.0/RIA, Mobile, Test Automation, Agile/Scrum, and in the Healthcare domain.

For more information contact:

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