



# Aspire takes over the Managed Services of a U.S. based technology solutions company and delivers a silver lining

## About The Customer

Our Customer is a U.S. based national integrator of technology-based business solutions, including the data center and lines of business and offers integrated, multivendor technology solutions that meet the requirements of the full range of organizations.



## Challenges:

- *To have smooth relationship with their customers who use their managed solutions*
- *Educating their clients whenever and wherever required*
- *Delays in L2 and L3 support during off business hours*
- *Understanding the nature of the product and its functions.*
- *Active issue tracking and adherence to SLAs*
- *Responsible to manage pre and post implementation of IT services*

## Business Scenario

Our customer's solutions are installed, configured and supported by their dedicated teams of highly certified experts. But they were unable to support their L2 and L3 activities during their non-business hours.

---

## The Need

Our Customer was facing issues in maintaining a smooth relationship with the end users as they were not able to provide Managed solutions support at L2 and L3 level during their off-business hours. Further, the products faced multiple issues weren't documented based on knowledge. There was a consistent amount of manual effort involved in monitoring, and reviewing of databases and applications. The tracking of product changes was cumbersome and required a lot of manual effort.

The tickets raised at the L2 and L3 level during off-business hours led to escalations and reduced the trust of the end users on the customer's products. No SLAs were defined for the end users. This also led to decrease in their brand value and reduction in their customer base.





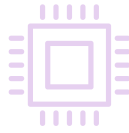
## Solution:

- *Provision of L2 and L3 support*
- *Evaluate the request and return issue resolution back to the requestor within the defined SLA*
- *Quality Assurance during delivery of support*
- *Resolve Incidents and Change control tickets for all infrastructural issues*
- *Deploying product changes automatically.*

## Results:

- *Ability to provide support by meeting SLAs without any intervention during off-hours*
- *Our Customer was able to meet their clients' expectation by providing support 24\*7*
- *Increased market share for our customer due to better product availability and automation*
- *Reduction in manual process*

## Technology Snapshot



- » **Tools:** Nagios, ServiceNow, VMware, Commvault, Bacula.
- » **Platform:** RHEL, Centos, Debian, Windows, Oracle RAC, Nutanix, VMware, SQL
- » **Languages:** Java, Pearl





## Aspire's Solution

Aspire took over the support activities of the customer at L2 and L3 level. The offerings include trouble shooting technical server and application related issues using ServiceNow ticketing system.

### Solution in detail:

- Aspire's team interacted with product and support team of the customer via ticketing system or call in order to provide solutions to network related queries.
- Handling issues related to application functionalities, Server related issues, backup, storage, and VMware.
- Monitoring server alert analysis and outages on Clients Network, Servers and Database.
- Review of database, application and server related logs for root cause analysis.
- Coordinating with Development team regarding the application related issues and their requests.
- Implementation of Auto-deployment for new product Changes.
- Industry Best Practices like Scrum and Agile are followed by automation, timely solutions and cost effectiveness.

## Benefits

- 
- Meeting end user expectations **by providing support for their environment 24\*7** in monitoring, trouble shooting, and deploying product changes
  - **42% reduction** in resolution time and root cause analysis
  - **33% reduction** in cost with better support of the products
  - **Enhanced end-user satisfaction**
  - **Better tracking of solutions offered** within desired SLAs
  - **22% increase in productivity** with better resources utilization
  - **28% increase in Customer's user base** after Aspire's Support





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

---

For more info contact: [info@aspresys.com](mailto:info@aspresys.com) or visit [www.aspiresys.com](http://www.aspiresys.com)

NORTH AMERICA  
+1 630 368 0970

POLAND  
+44 203 170 6115

INDIA  
+91 44 6740 4000

MIDDLE EAST  
+971 50 658 8831

EUROPE  
+44 203 170 6115

SINGAPORE  
+65 3163 3050