



# Cognitive Managed Services increased the resolution time by 63% for a leading Insurance Service Provider





## Challenge:

- *Higher resolution time*
- *Inefficient SLA monitoring*
- *Lower uptime of servers*
- *Stressed in-house technical support team*
- *Higher operational cost*
- *Little scope for automation and more emphasis on manual tasks*

## Solution:

- *Aspire AIMS- Aspire Artificial Intelligent Managed Service*

## Results:

- *100% SLA compliance*
- *Reduced cost of operations*
- *Increase in availability of support functions*
- *Optimal resource utilization*
- *Faster support response time*

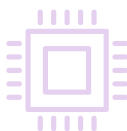
## About the Customer

Our customer is a leading provider of insurance and care services to statutory authorities and people with injuries under various compensation schemes. This includes the Workers Compensation Nominal Insurer, providing workers compensation to employers and workers.

## The Need

The nature of the business of the customer demanded a highly intense and skilled workforce. Initially, they were able to manage the tech-support operations with their in-house team. However, with increase in business complexity and team size, they were looking for a partner to handle their technical support, ticketing operations as their onshore workload was burdensome and saw many SLA breaches frequently. Aspire Systems served the customers goal by reducing the workload significantly to a manageable extents by offshoring the workload.

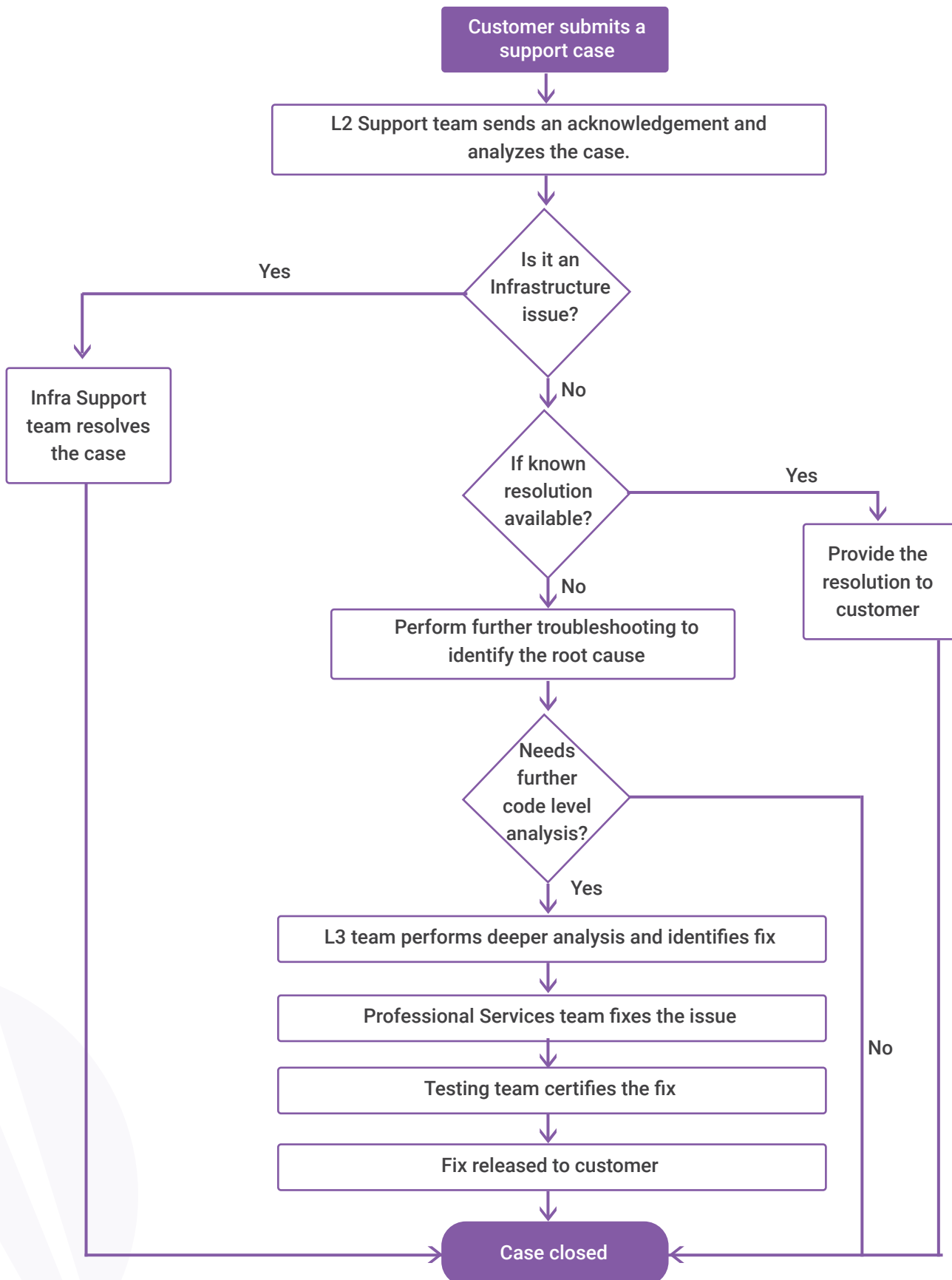
## Technology Snapshot



» **Technology Stack:** Jenkins, Chef, Nagios, Zabbix, AWS, Sumo logic and GOSU.



## Solution Diagram:





## Aspire's Solution

Aspire came up with a solution that adopted **follow the sun model** that spread across three major services, namely, Cloud Operations, Testing and Business Operations Strategy. Time and material contract signed to adopt a dedicated resource model.

### Solution in detail:

- **JIRA Salesforce integration** to synchronize with Application and Infrastructure support.
- **Continuous monitoring** of application and services and acted on any alerts raised
- **Robust Escalation Management**, with a top priority delivery list of contacts to reach and improve the RCA (root cause analysis) process.
- **Efficient handover process** with a dedicate resource for different modules.
- Analyzed the issue / request related to the **product configuration and code-customizations** done for customers (not core-product changes)
- As part of Business Process Service, regular **batch monitoring** and **end-to-end testing** carried on.
- **Deployment of specific fixes** and releases to customer environments
- Providing support from India, US and Poland to uphold the **follow the sun model**.
- Supporting customer with quality of team members with **L2 support being certified engineers** and **L3 support with advanced level certifications**.



## Benefits

- Zero escalation breaches in the whole process.
- 80% of the customer support cases were resolved at the L2 level itself due to a strong Application and functional knowledge.
- 63% increase in resolution time of the incidents.
- 50% increase in automation of manual process
- 20% increase in overall case resolution



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