

Case Study | ITSM

ITSM Advisory Services for Telecommunication Service Provider

About Client

A fortune 1000 telecommunication service provider processing billions of voice-related transactions per year delivering services in cloud [SaaS, PaaS], on-prem and managed services deployment models with geographically distributed workforce.

Business Benefits

- Better ongoing support and balanced resource utilization
- Centralized knowledge management solution for standard operating procedures
- Elimination of single person dependency for knowledge and support
- MTTR reduction resulting in improved customer satisfaction

Business Challenges

- Delayed resolution of production impacting issues
- Utilization of high valued resources for support and maintenance activities
- Single person dependency for critical systems support
- Ineffective centralized knowledge management and sharing solutions

Solution Provided

- Sensiple assessed the current working and transition model for application and operations support
- Utilized the ITIL service operations and service transition guidelines to develop a model for seamless transition to support 'run & maintain' operations
- Developed a customized 24/7 support resourcing model with appropriate DR and BCP
- Enabled the affected teams with training and standard deliverable references with a knowledge management solution
- Provided stable state transition assistance

