



Case Study

Service Management Office
Setup for US-Based Global IT and
Networking Services Provider


Client

The client is a Fortune 100 technology giant. Its network solutions are the foundations for service providers, small-to-medium businesses, enterprise customers, government bodies, utilities, and educational institutions.

Challenges

- Inefficiencies with cross-supplier process governance and management
 - Higher MTTR for business-critical services
 - Loose integrations and process relationships between ITSM processes
 - Analysis and insight missing in operational matrix reporting
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LTIMindtree Solution

- Institute process governance function to handle critical incidents, driving lower opportunity cost
 - Maturity improvement through quarterly process assessments
 - Problem management eliminating/reducing recurring incidents
 - Automation of reports, reducing manual effort
 - Automation of problem communications (e-mail Communications for Problems)
 - “Get Well Plan” for services where there is a spike in incident or problem count
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Business Benefits

- ~10% less business impacting incidents, ~16% change-caused incidents by proactive measures
- Improved SLA, KPI metrics leading to productivity improvements by ~15%
- Reduced cycle time for undetermined RCA from 90 days to 60 days through process improvements
- Higher customer satisfaction levels
- Lower opportunity cost
- Higher availability of critical business and IT services.

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