

# INFRASTRUCTURE MANAGED SERVICES

for a Leading Petro Retail Brand



**Services:** Managed IT

## OVERVIEW

The customer is a **\$10 Bn Petro Retailer** brand based out of India. Their retail outlets offer various products including food, groceries, apparel, footwear, vegetables, fruits, electronic goods, lifestyle and home improvement products. The Infrastructure Managed Services and Asset Management solutions provided by ACL to the customer had an immediate positive impact on their Operational Efficiency.

## CHALLENGES



Lack of ticket handling mechanism for L0, L1 and L2 Incident & problem management



Lack of scalable tools and processes, and scattered data and tasks amongst various team members



No proper mechanism for service level agreement measurement of services

## SOLUTION

### IT Support Desk and Asset Management

- 1 24x7x365 ITIL based L1 support desk for all IT and devices at the Retail Petro Outlets
- 2 Provided Scalable Solution after the customer doubled the outlets
- 3 Providing End-to-End support for mail server errors, password resets, access to dealer portals, WAN link failover testing etc
- 4 Delivered the IT Process training to the team
- 5 End-to-End Asset Management for monitors, IP phones, HP server, core switches, routers, HP CPU, server storage etc



## ENGAGEMENT HIGHLIGHTS

- 20% cost optimization through Managed Infrastructure Services
- Scaled to 15 Support Locations to provide IT support desk and asset management services
- Increase in operational efficiency through SLA driven mechanism
- Enhanced customer satisfaction