

Serviceberry enables customized IT Service Management for a BPO

Client Industry

BPO

Background

This BPO, a division of a large software MNC is a dominant player in the BPO field, operating out of India, UK and USA, and running 21 delivery centers.

The Serviceberry client's focus pertains to Telecom, Retail & CPG, Banking & Financial Services, Insurance, Hi-Tech & Manufacturing, Media, Publishing & Entertainment and Utilities.

Our client has setup a Datacenter in Noida with various technologies to support their end users located across the globe. The technologies include Data as well as Voice which was supported with Cisco, Nortel and Avaya. The need was to manage this setup centrally to enhance the productivity of the support staff and required ISO & BS certifications by implementing industry standard Enterprise Management Solution.

Serviceberry was entrusted with the task of developing and fine tuning the Enterprise Management Solution.

Business Challenges

The challenge before Serviceberry in this prestigious project was to provide truly customized ITSM deployment in a rapidly growing, complex and integrated IT infrastructure. The challenge was also to reduce the load on the helpdesk agent through a successful roll-out of a customized self-service page.

The Serviceberry Value

The requirements relating to the Service Desk were constrained by the out of box functionality provided by the tool. The requirements necessitated customization of the end user self-service page and making the Change Management process available on the web. The implementation also included a change in the look and feel of the self-service page in line with their internal "Ensure IT" theme.

This project demonstrates Serviceberry's customer orientation and "ownership of outcome" model and required Serviceberry's combined expertise on service management & domain knowledge with our software development and script writing capabilities, creating business value for the customer.

Methodology

HP enterprise management tools have been implemented along with a customized self-service page. Change management has also been exposed on the web. This has helped IT Services to become proactive in nature. The solutions implemented include:

- NNM for Network management
- OM with SPI's for Servers and Application management
- Service Desk to manage Helpdesk
- Reporter for reporting requirements.

Outcomes for the client:

The client realized their "Ensure IT" theme along with:

- Proactive management
- Improved quality of IT services with centralized management
- Process oriented Helpdesk management
- Reduced decision making time with detail reporting.

Serviceberry can help you realize significant value on your ITSM strategies and investments through truly customer-centric, result oriented services. To know more about how you can leverage our expertise to achieve better organizational value, please be in touch with us by email to info@service-berry.com or give us a call.

Contact:

Serviceberry Technologies Private Limited

Mumbai

101, Pressman House
Nehru Road, Vile Parle (E), Mumbai.
Tel: +91-22-66971111
Fax: +91-22-66971120

Bangalore

730, Behind BDA complex
3rd Block Koramangala,
Bangalore – 560034
Tel: +91-80-25633803