


A LIFT IN SERVICE, A LIFT IN INNOVATION



You've got a clear idea
in your mind. You know
where you want to go. But
all around you is chaos
– and without structure,
standardization and ordered
processes, you're going
nowhere fast...

PROBLEM

We began working with our client because they were dissatisfied with the service experience delivered by the incumbent IT partner. The company was in the middle of an initiative which aimed to align IT to be closer to user experience. We were first engaged to work on delivering managed services for SAP applications, and later added Salesforce as another area.

The company was facing an inconsistent service experience, high cost of operation, significantly long lead times to deliver enhancements – and, importantly, lacking service innovation.

SOLUTION

The first stage was to fix the fundamentals. We standardized the way IT services were delivered, by defining common KPIs and SLAs that were understood by all. Implemented across all technologies and geographies, these standardized practices were known as the “One Team” experience.

The second stage looked to improve the efficiency of service delivery. One key part of this was to introduce automation in order to reduce the need for manual intervention in service requests where possible. It also involved the transfer of staff from our client onto the Infosys team, and a ‘glocal’ model for service delivery, delivered via regional hubs which provided specific language support, and the central global hub in Chennai, which offered greater scalability and resource.

Once these improvements were made, we moved to the third stage where we introduced Agile and Devops in order to help the team to innovate effectively and deliver faster value to the business. The aim of this final – and ongoing – stage was to modernize and rejuvenate. We planned to pro-actively and dynamically adjust services rather than simply reacting to a business need.

Infosys is delivering these services in a productized manner, and replicating this blueprint to newer functions as we continue to expand our footprint. These services are delivered under Branded Delivery Centers to ensure a culture of “One Team”.

**CYCLE TIME
REDUCED
FROM
200 TO 90
DAYS**

**US\$1.5
MILLION
ANNUAL SAVINGS
THROUGH CO-
INNOVATION**

**30 PERCENT
REDUCTION
TO TCO**

**70 PERCENT
FIRST LINE RESOLUTION
THROUGH L1.5 DESK**

**WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU.**

The overall effect was to massively streamline the way service requests were handled. Moreover, because all projects are digital throughout, the typical cycle time for innovation is reduced from a typical 200 days to 90 days. The business brings innovations to market earlier because all IT resources and personnel are aligned and coordinated. At last, an end to the chaos...

**Find out more about
how we can help you
make your service
delivery more efficient.
Reach out to us at
askus@infosys.com**

Infosys®