

Dedicated OPS team setup in 24x7 model

Client Success Story



Industry

Pharmaceutical

Client

A global pharmaceutical leader

Challenge

- **High ticket volume:** Customer struggled with high ticket volume and unavailability of support teams (operating on an 8x5 model only).
- **SLA compliance:** These issues led to missed SLAs and a lack of service improvement and ownership.

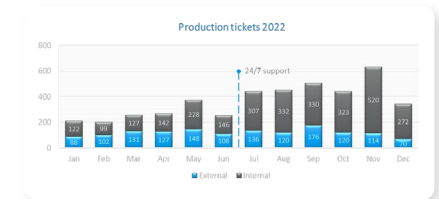
Solution

Actions taken by C&F:

- **24x7 support team:** Established a dedicated operations team in a 24x7 support model in just 4 weeks. The team included defined roles and responsibilities such as Service Delivery Manager, Service Desk Manager, Incident Manager, and Compliance & Quality Documentation Manager.
- **SLA ownership:** Assumed full responsibility for end-to-end service SLAs.
- **Service Improvement Process:** Triggered the service improvement process and implemented monitoring tools to prevent interruptions in data and service delivery to end users.
- **Enhanced L2 support:** Increased the knowledge and scope of L2 support by giving them responsibility for deployments.

Benefits

- **Increased internal ticketing:** Significant increase in internal tickets due to new monitoring tools, coupled with a decreasing trend in end-user tickets.



- **High SLA Achievement:** Dedicated 24x7 operations team achieved 99.6% response SLA and 99.3% resolution SLA.
- **Increased deployments:** Significant increase in the number of deployments performed by the L2 team.

