

Transforming IT Operations with Managed Service Solutions for a Leading Retail Sports Giant

Client Overview

A prominent retail sports apparel and shoe giant was facing significant challenges in maintaining optimal incident management, ticket resolution, network uptime, and overall operational efficiency. These challenges were adversely affecting their ability to deliver consistent and reliable IT services across their global operations.

Scope of Engagement

The client's key areas of concern included:



Global Service Desk

Operations: Inefficient resource management and backup systems led to increased response times and unresolved tickets. This resulted in a poor user experience and a growing backlog of aged tickets.



Network Monitoring: Delays in L1/L2 troubleshooting across multiple regions compromised network performance and reliability, leading to frequent downtimes and operational inefficiencies.



Data Center Operations and Modernizations:

Inadequate planning and outdated operational methods caused suboptimal resource utilization, increased downtimes, and higher operational costs.



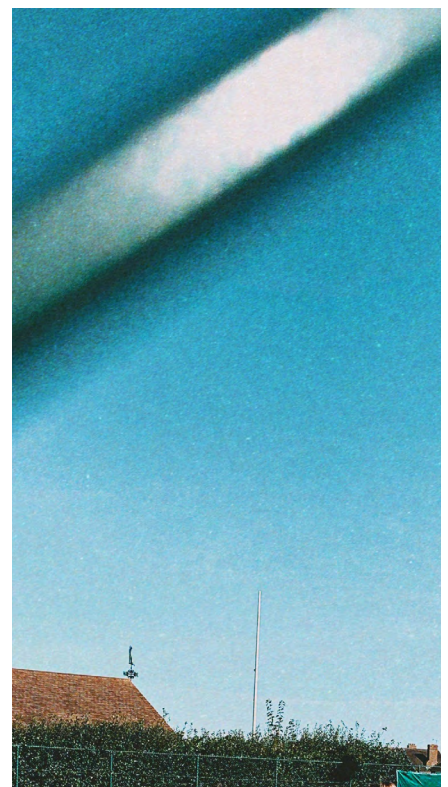
Network Security:

Inconsistent policies and delayed responses in managing Palo Alto firewalls left the network vulnerable to potential breaches and security threats.

Our Approach

To address these challenges, Systems Plus implemented a comprehensive Managed Service Model designed to optimize the client's IT infrastructure and processes:

- 1. Assessment and Planning:** Conducted a thorough assessment of the client's single-region IT setup with a startup team. This involved performing volume analysis, identifying process gaps, and developing Standard Operating Procedures (SOPs).
- 2. Establishing NOC/Global Operations:** Set up a Network Operations Center (NOC) and Global Operations teams for L1/L2 support. Enhanced monitoring capabilities, improved incident management, and optimized performance at a global scale. Developed and applied templates for OS patching, group policy management, and configuration management.
- 3. Steady Phase Enablement:** Implemented proactive measures as part of a continuous improvement plan. Ramped up the team to provide 24/7/365 NOC/Global Operations support. Collaborated closely with IT and Infrastructure teams to expand the service catalog and improve the resolution framework across various IT and infrastructure functions.



Benefits Achieved

- 1.Improved Incident Management:** Streamlined triaging and backlog management processes resulting in an 85% reduction in aged tickets in NOC and other operations within the first two months of the steady phase.
- 2.Enhanced Service Delivery:** With positive feedback from IT and business stakeholders, the services were scaled and rolled out at a global level, enhancing the client's overall IT service delivery capability.
- 3.Increased System Availability:** Within the first two quarters, key performance indicators such as system availability improved by 12%, mitigating the impact on business operations and other IT functions.
- 4.Optimized Data Center and Network Security:** Upgrades in data center efficiency, network security, and monitoring capabilities led to enhanced overall performance and reduced vulnerability risks.
- 5.Consistent High Service Levels:** Maintained high service desk efficiency with flexible resources available 24/7/365, ensuring consistent and reliable IT support.



Key Stats and Outcomes



24/7/365
Availability



Approx 35000 tickets
Annual Ticket Handling



Over 99.3% for NOC and Global Operations
Service Level Agreement (SLA) Compliance



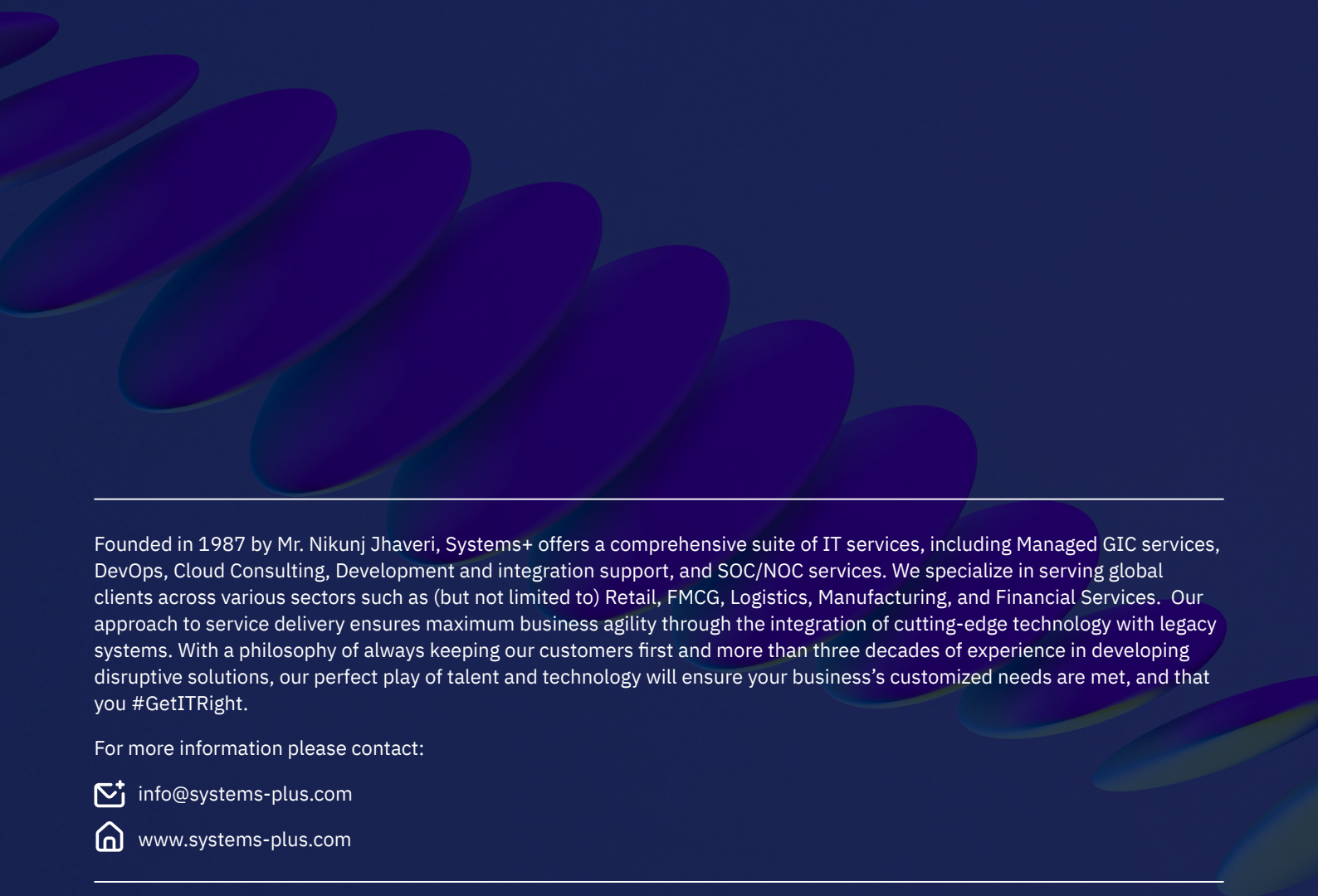
Global Reach
Supported over 400+ sites, including data centers, corporate offices, and retail stores, across 25+ countries



Exceeded 98% positive feedback
Customer Satisfaction (CSAT)

Conclusion

Through the deployment of a tailored Managed Service Model, Systems Plus successfully addressed the client's operational inefficiencies, enhanced network security, and improved overall IT performance. This engagement not only stabilized the client's IT environment but also positioned them for future growth by ensuring a robust and scalable IT infrastructure.



Founded in 1987 by Mr. Nikunj Jhaveri, Systems+ offers a comprehensive suite of IT services, including Managed GIC services, DevOps, Cloud Consulting, Development and integration support, and SOC/NOC services. We specialize in serving global clients across various sectors such as (but not limited to) Retail, FMCG, Logistics, Manufacturing, and Financial Services. Our approach to service delivery ensures maximum business agility through the integration of cutting-edge technology with legacy systems. With a philosophy of always keeping our customers first and more than three decades of experience in developing disruptive solutions, our perfect play of talent and technology will ensure your business's customized needs are met, and that you #GetITRight.

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