



One of the world's leading independent, end-to-end IT services provider and a Fortune 500 company mandated Ahana to provide end user support services to one of its biggest clients.

CUSTOMER PROFILE

The end user client of one of the world's largest IT services provider needed a capable partner to take care of the client's end-user support services. The end user client is a diversified company that provides a broad range of high-technology products and services to the aerospace and building systems industries. Some of their products included globally renowned names in heating, air-conditioning and refrigeration systems, elevators as well as escalators. The client has its presence in over 80+ cities (Tier I, II and III cities) in India including manufacturing facilities, engineering and research centres and sales offices.

The incumbent IT partner had significant challenges in maintaining the agreed SLA's and had a low customer satisfaction rating. As per the mandate, Client required on-site engineers at all Tier I city offices and Remote Support Services/On-call Dispatch Services were needed for the rest of the 70+ locations with focus on timely resolution as per SLAs.

AHANA DELIVERS ON THE MANDATE

Ahana took over the complete end to end support requirements as specified by the end user client. Ahana's engineers are posted on location at the client offices at 8 locations. All other locations are serviced remotely and engineers are available for resolution on site even at remote locations whenever such requirements come up.

Sticking completely to the defined SLAs Ahana has managed to significantly reduce the number of pending support tickets. Timely availability and improved quality of support services has significantly improved the client's overall operations efficiency and now requires minimum governance.

THE JOURNEY CONTINUES

Ahana continues to manage the end user support services for the end client with strict adherence to SLAs and is responsible for all resource that includes managing resource backup, resource attrition etc. Ahana at no additional cost has also been doing ongoing end user projects like hardware refresh, sanitization and disposal etc.

RESULTS

Timely availability of support services can make a major impact and boost customer satisfaction for any organization. For our end user client, the outsourcing of its support services to Ahana resulted in:



Significantly reduced pending support tickets which came down from 250 plus tickets to 25 plus tickets per day.



Significantly improved TAT resulting in increased customer satisfaction and trust.



Significant reduction in governance from primary IT Service provider, as we moved towards managed SOW/SLA based model.

ABOUT AHANA

Ahana is a 13 plus year old Information Technology firm based in Bengaluru. The company started off as a SME oriented company providing IT services to SME's and has since then transformed itself into an to end to end Infrastructure Managed Services and Digital Transformation Services company which provides the latest in Cloud, RPA, DB & EDW, BI & Analytics and Application Development. Ahana's 100 plus client roster now comprises several large enterprise companies with specific focus and expertise across industry sectors such as Logistics, BFSI, IoT/Telematics and Manufacturing. It's deep domain expertise, skilled resource base and proven partnership with Industry best technology providers such as Microsoft, AWS, Digital Ocean, NetMagic, SAP, UiPath, Checkpoint, FortiGate etc. has ensured that Ahana is now considered as one of the preferred IT service providers for its clients and partners.