ims nucleii

Case Study: Improved IT efficiency by 32%

Key Highlights

The client offshored its Managed IT needs to IMS Nucleii. The response time was reduced from 9 minutes to less than a minute, and the resolution time from 2 hrs 31 min to 49 min.

Client Challenges:
- No IT team
- Average response rate of 9 minutes
- Average resolution rate of 2 hours and 31 minutes
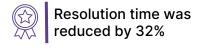- No 24x7 support
- High-volume downtimes on VPN

Our Solutions:
- 24X7 IT support by Nucleii experts
- Migrated to better applications for VPN & VOIP
- Streamlined and redefined the ticket categories

Results:
- Overall response time reduced to less than 1 minute
- Average user experience improved by 99%, with most end-users rating 5
- Resolution time was reduced from 2 hours and 31 minutes to 49 minutes
- Closed monthly average of 37 tickets for 10 systems

Geography:
UK

Sector:
Accounting & Finance

Client:
A high growth RPO

Resolution time was reduced by 32%

Ticket category

- ✅ Password / Login Issues
- ✅ Network Troubleshoot
- ✅ Setup / Installation
- ✅ VPN Incident Troubleshoot
- ✅ VOIP Management

Replicate this success in your business as well. Write to us at info@imsnucleii.com.