



Case Study

60% Reduction in IT Operational Costs

Structured L1-L3 Support Transformation

ENGAGEMENT OVERVIEW

Geography
USA

Services Delivered
Senior Engineer-Led Transition & L1-L3 Support Model

Technical Focus
Infrastructure Documentation & Process Standardisation

Primary Outcome
60% Cost Reduction & Stable Operational Transition

PARTNER PROFILE

A multi-location healthcare provider operating 60+ clinics with distributed IT infrastructure, the organization manages a complex network of clinical facilities and relies on a structured IT framework to ensure operational continuity and technical reliability across all locations.

PROBLEM STATEMENT

The partner faced significant operational challenges that led to high costs and technical instability:

High Operational Costs
Infrastructure management was driving excessive spend without clear returns on efficiency.

Resource Dependency
A heavy reliance on a small internal IT team created a bottleneck for support and scalability.

Process Gaps
A lack of formal documentation and structured workflows led to inconsistent service delivery.

Support Ambiguity
No defined escalation or support model existed, resulting in delayed resolutions for complex technical issues.

SOLUTION DELIVERED

A phased transition was executed to modernize IT operations and establish a scalable support framework

01 Transition Leadership
Initiated the shift using a senior engineer-led model to ensure technical oversight and knowledge transfer.

02 Knowledge Formalisation
Conducted a comprehensive audit to document all infrastructure, workflows, and technical ownership.

03 Tiered Support Architecture
Designed and implemented a structured **L1-L3 support model** to manage everything from basic troubleshooting to advanced engineering.

04 Scalable Resource Alignment
Gradually scaled the dedicated support team in alignment with the partner's evolving operational requirements.

IMPACT

60% Cost Reduction
Significantly lowered IT operational expenditure through a more efficient support model.

Operational Stability
Successfully transitioned support responsibilities without any disruption to clinical operations.

Enhanced Governance
Improved visibility and control over IT systems through standardized documentation and clear ownership.

Scalable Foundation
Established a structured support framework capable of growing alongside the clinic network.

KEY TURNING POINT

The defining success for this partner was the move from **internal dependency to a structured, senior-led transition model**. By first documenting every workflow and infrastructure component, the team transformed what was previously an "undocumented" cost center into a transparent and auditable operational asset. This groundwork allowed for a 60% reduction in costs while simultaneously increasing the stability and predictability of technical support across all 60+ locations.

