

## Case Study: Offshore Managed IT Services to a Leading RPO

### Key Highlights

The client offshored its Managed IT needs to IMS Nucleii. The response time was brought down from 12 minutes to less than a minute and resolution time from 5h 31m to 2h 3m. The offshore team currently handles 121 average monthly tickets for 89 systems with a 98% average user experience rating.



**Geography:**  
APAC



**Sector:**  
Staffing & Recruitment



**Client:**  
A leading Technology  
Recruitment Agency

Resolution time was reduced  
from 5h and 31m to 2h and 3m



#### Client Challenges:

- Limited IT team & expertise
- Average response time of 12 minutes
- Average resolution time of 5 hours and 31 minutes
- Difficulty getting 24x7 support
- High-volume downtimes

#### Our Solutions:

- Certified IT Professionals for L1, L2, L3 incidents
- 24X7 IT Support
- Streamlined and redefined the ticket categories

#### Results:

- Overall response time reduced to less than 1 minute
- Average user experience improved by 98%, with most end-users rating 5
- Resolution time was reduced from 5 hours and 31 minutes to 2 hours and 3 minutes
- Closed monthly average of 121 tickets for 89 systems

### Ticket category



Password / Login Issues



VPN Incident Troubleshoot



Network Troubleshoot



VOIP Management



Setup / Installation

Replicate this success in your business as well. Write to us at [info@imsnucleii.com](mailto:info@imsnucleii.com).