

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



- · 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
- 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



Network Troubleshoot



Setup / Installation

VPN Incident Troubleshoot

VOIP Management

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

Disclaimer:

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