

### 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

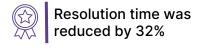
### **Our Solutions:**

- · 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 endusers rating 5
- Resolution time was reduced from 2 hours and 31 minutes to 49 minutes
- · Closed monthly average of 37 tickets for 10 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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