

# Improving customer experience with better service delivery

An American multinational technology conglomerate needed a comprehensive incident management system to streamline day-to-day operations.

## ADDRESSING THE MANDATE

Being a global manufacturer of networking hardware, technological equipment, and state-of-the-art technologies and products, the client needed a way to manage multiple service requests more efficiently. Key aspects of the mandate included:

- Provisioning of a consistent and resilient operations support system
- Ensuring the smooth function of Client Service Delivery team operations
- A system to manage internal, client, and vendor service requests

## THE RESULTS

### Increased Business Productivity

With a single interface to manage processes, Collabera enabled the client to improve efficiency, streamline workflows, and ensure timely delivery of their solutions.

Automation helped the customer improve responsiveness and reliability in terms of processing, implementing, and completing requests

Integration with internal systems and tools ensured a more collaborative workflow with information being shared on secure cloud systems

### Efficient Management of Support Systems

Collabera automated the service fulfillment process and integrated cloud services - enabling the client to manage all service requests faster.

With clear fulfillment workflows, the customer was able to establish reliable services with a more accurate and streamlined delivery process

Achievable SLAs in place enabled the customer to improve both user and client experience

A scalable core-flex team structure optimized effort and cost of operations

## THE CHALLENGES INVOLVED

### 01 Record Interactions

The inability to detect requests from multiple sources, notify authorized personnel, and offer project support

### 02 Resolve Incidents

There was a need for an incident management system to categorize requests based on priority and streamline events by notifying internal and external support systems

### 03 Integration

Multiple platforms and tools deployed over a decade meant modernization and integration challenges



## THE APPROACH & THE SOLUTION

Collabera developed a system to reinforce the customer's service delivery team. We developed a roadmap to optimize and streamline business operations. This included:

- ServiceNow evaluation in relation to existing applications, processes, integration, delivery processes, and APIs
- Building an API integration platform that ensured ServiceNow was plug and play, while leveraging all internal source system data
- Deliver consistency and improved time-to-market by implementing the ITOM, ITSM, CSM modules

Founded in 1991, Collabera is a leading global IT staffing and services company that helps enterprises transform their technology, processes and operational models. We empower our customers by overcoming bottlenecks and silos, and building connected business systems that scale in real time.

For more information, visit: [itservices.collabera.com](https://itservices.collabera.com)

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