

Case Study

# Building IT Infrastructure with E2E Infrastructure Service Management and Multi-lingual, Multi-level Support

## Case Summary

The client, a global rubber chemicals and solutions manufacturer, became an independent entity due to divestiture and needed to build their IT systems from the ground up. SLK collaborated with its hardware solutions provider to build the IT infrastructure and provide managed services and support.



## The Challenge

The client manufactures and supplies rubber chemicals, including vulcanizing agents, anti-degradants, and post-vulcanization stabilizers. They operate globally with 10 manufacturing sites and 11 remote corporate offices. They required a managed services provider who could help set up their IT infrastructure and provides ITSM in four major application areas. The scope of services was divided into workplace services, end-user computing, infrastructure operations, and security and compliance.

The ITSM was required to support 4800+ endpoints for 3600 users spread across 22 sites globally. The support was also required in multiple languages like German and Portuguese with English as the primary operating language. With a complete lack of standardization, knowledge, documentation, processes, etc., the managed services provider was required to design, develop, and implement everything within very strict and tight timelines.



## The Solution

SLK collaborated with the hardware partner for a Greenfield implementation of IT infrastructure. To achieve the various goals of the project, the following was set up and/or developed for the client.

- Scalable IT frameworks for server management, backup services, network and security monitoring, along with a SaaS-based ITSM platform
- Implement ITSM standardization for processes and delivery with license procurement, workflow management, and IT asset management
- Centralized, multi-lingual Service Desk for 24x7 support from SLK providing support for English, German and Portuguese language users. It also included establishing a dedicated MPLS line to provide Contact Center as a Service (CCaaS) for call management
- Staggered service transition with a parallel implementation of the above. The transition was planned in two waves – the first wave of implementation included cybersecurity, infrastructure management, etc., activities with no direct impact on end-users – the second wave included service desk, end-user support, etc., activities that affected end-users directly. Onboarding of end users and devices across 22 sites were part of the transition
- Post-transition support being provided includes 24x7 support as a single point of resolution. It is provided in multiple languages with remote, SLA-based level-1 triaging and resolution. On-site support at four global locations is also available as level-2 support for entire infrastructure hardware, storage, network, desk-side assistance, etc.

The end-to-end implementation and transition were completed in 14 weeks and went live in the 15th week, after which the support services were also started. Implemented services were also improved continuously with transition feedback and testing.



## Benefits Delivered

- Provide a flexible, scalable, highly resilient support model
- Highly personalized, high-touch services
- Fully customized and integrated delivery
- Process harmonization for all 22 sites and end users. Best practices established for support process
- Protected the current capex by safeguarding investments in tool sets and significantly reduced the total cost of ownership (TCO) with predictive operations support

SLK's quick response and proactive approach delivered complete infrastructure service management within strict deadlines.

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