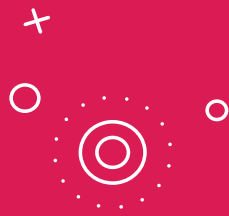Mindtree
A Larsen & Toubro Group Company

Global Service Desk & Datacenter Operations for a Private Foundation

Global service desk & datacenter remote infrastructure operations – 24*7

▌CLIENT OVERVIEW

US-based private foundation that makes grants and impact investments to support non-profit organizations in approximately 50 countries around the world. The current grant-making priorities include mitigating climate change, reducing jail populations, decreasing nuclear threats, supporting nonprofit journalism, and funding local priorities.
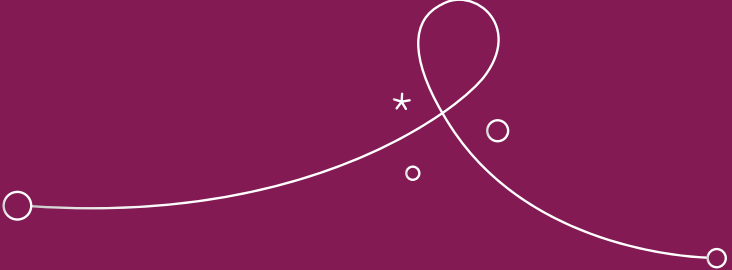
▌BUSINESS CHALLENGE FACED BY THE CLIENT

- Service Desk Operation was impaired
- Standardization of IT support and processes for all end-users
- Lack of toolsets to monitor and measure service desk operations
- Partner with a suitable vendor who could travel along their IT roadmap and be technically competent
- Datacenters spread across four countries to be monitored with the highest security in place

- Need for 24*7 support for service desk and datacenter monitoring
- Software deployment through cloud and achieving security compliance
- Change management process
- End-user satisfaction was weak
- Inconsistency in the quality of service delivery and processes
- Lack of flexibility and accountability

CLIENTS REQUIREMENTS

Identify a suitable IT service provider who understands and helps in meeting end-user customer satisfaction, measure and report metrics around infrastructure & application availability, CSAT, and continual service improvements so as to establish a long-term relationship.

MINDTREE SOLUTION APPROACH

- Setup global service desk consisting offshore operations and providing support through email / phone / remote
- Onsite support for end-users smart hands support
- Implemented MWatch – Mindtree's proprietary platform for Service Management, Infrastructure Monitoring and Management
- Built ITIL-based CTI (Category, Type and Incident) mechanism to ensure comprehensive reporting and measurement

- Manage 200 plus end-users across multiple countries
- Monitor and manage servers and network devices spread across multiple countries
- Standardized monthly rollout of new applications and patches for servers, ESXi and workstations through latest deployment process like Autopilot & Intune
- Weekly CAB Governance call process implemented

ENGAGEMENT MODEL & TEAM SIZE

Mindtree's Managed Services approach enabled us to deliver measurable quality of services through our proprietary Service Delivery Platform, thereby reducing dependencies and increasing customer satisfaction. It's a hybrid support model. While the offshore team supports 24*7, the onsite team, based out of customer location, provides services during business hours

VALUE DELIVERED

- Consolidation of IT operations and standardized support for all end-users
- End-users across the globe have one single point of contact to reach out for IT support
- MWatch platform for measuring customer satisfaction and real-time status of services being delivered
- GSD CSAT performance with >95% satisfaction
- Datacenter management over the last two years showing superior service excellence
- Device availability > 99.5% due to superior monitoring and predictability
- Continuously upgrading to latest technology, be it security services, infrastructure or applications

TOOLS/TECHNOLOGY ENVIRONMENT

Industry-leading cutting-edge technologies around the infrastructure and cloud arena.

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 280+ enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in more than 15 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,800 entrepreneurial, collaborative and dedicated "Mindtree Minds".