

# A leading American industrial and environmental machinery company leverages Nsight Global Delivery Model for security, network and system support

## Background

A leading American pump manufacturing company had a need for system, network and security support for A GLOBAL SUPPORT MODEL to achieve increased visibility into their corporate infrastructure security, Improved response times and reduce TCO. The other requirements include building strong documentation for the environment, improved support, issue reporting and rectification response time, verify systems are maintained at high operational standards and key practices for monitoring and maintenance

## Client Pain Points

- ✂️ Needed reduction in critical site outages
- 👛 High TCO ( Total Cost of Ownership) for maintenance and support
- 🔧 Requirement to improve operational performance and system and network confidence
- 👁️ Need to have eyes on their critical global business applications
- 🕒 Higher response times, Improved support, issue reporting and rectification response time
- 📁 Need to build strong documentation for the environment

## Solution Offered

Nsight, Inc with its expertise and knowledge on supporting various Infrastructure, deployed their Global Delivery Model to manage this initiative both onsite and offshore in a cost-effective manner with high-quality delivery.

## Business Benefits

- 📄 Increased visibility to Infrastructure breaches and vulnerabilities and critical documentation with a Global Delivery Model
- 🛡️ Significant improvement in response time to critical security threats
- 👉 Reduction in downtime risks with increased visibility, and a major reduction in critical patching to new threats
- 🔧 Providing our expertise knowledge helped to strengthen the client's security environment utilizing the tools already invested in
- 📊 Lower Costs; helping in achieving Improved Customer Service, in-turn increasing Market Share and Margins
- 🕒 Centralized support to all the client's locations leading to a streamlined service delivery process and cost benefits
- 🕒 Significant improvement in response time to critical business networks outages
- 👉 80 to 90% of all network incidents are resolved within the offshore team's queue, allowing the client's network team to be more strategic in their daily activities
- 📊 A unified and advanced single reporting system to analyze the statistics/ numbers/ performance (real-time) across all functions and departments of the company.

