

ROBUST IT INFRASTRUCTURE FOR A LEADING AMERICAN MANUFACTURER

A leading American industrial and environmental machinery company leverages Nsight's Global Delivery Model for a secure infrastructure.

ABOUT THE CLIENT

The client is a leading American pump manufacturing company with a global footprint.

NSIGHT ADVANTAGE

Experienced team of IT architects to support high infrastructure standards, effective methodologies, and approaches.

Ability to deliver IT infrastructure that helps clients to reduce operational risks significantly, reduce costs and improve services.

Nsight team has a successful track record of setting a scalable, secure, dependable and flexible IT infrastructure.

Right talent, tools and experience to provide next-generation IT infrastructure solutions.

CHALLENGES

The client needed a robust and secure corporate infrastructure, including solid documentation for the environment, improved support, issue reporting and response time, a high operating standard of systems, and critical practices for monitoring and maintenance.

- Needed a reduction in critical site outages.
- High Total Cost of Ownership (TCO) for maintenance and support.
- Needed improved operational performance, system, and network confidence.
- Needed constant monitoring of their critical global business applications.
- Suffered due to high response times, delay in issue reporting, and slow response time.

SOLUTION

Nsight, Inc deployed its Global Delivery Model to manage the client's requirements (both onsite and offshore) cost-effectively with high-quality delivery.

The team addressed the following aspects:

- The team of technical and sales engineers managed the client's entire infrastructure.
- L1, L2, L3 support along with escalations.
- A dedicated support team is available around the clock to reduce response and resolution time.
- Enhanced IT infrastructure with regular patches for security threats.



BUSINESS BENEFITS

- Significant improvement in IT issues resolution time and reduced TCO.
- Centralized support to all the client's locations leading to a streamlined service delivery process and cost benefits
- 80 to 90% of all network incidents are resolved within the offshore team's queue, allowing the client's network team to focus more on strategic initiatives.
- Unified and advanced single reporting system helped with real-time analysis of performance across all functions and departments.

