

Managed Service & ITSM

India's largest Insurance Broker

Predictable Delivery Every Time since First Time...

About the Client

The Client is the ONLY independent, all-India insurance broker with placement capabilities across all lines of commercial insurance in India and in over 100 countries. Being specialists in different areas of corporate insurance, they have their presence PAN India.

Technology Backdrop of the Project

- Windows
- VmWare
- Storage
- Email
- Active Directory
- Patching
- Desktop & Laptops
- Networks include LAN, WAN, Firewall, Switching, Routing and VPN Services etc.

Business Challenges

- Frequent escalations regarding IT issues leading to poor user experience
- Primitive IT Setup with NO Tools and Processes for managing the estate
- The IT Delivery framework had NO SLA Assurance and Industry Standard Processes.
- Basics around Asset Mgmt, Patching cycles etc were missing
- Poorly designed Network Infrastructure within the organization

Skillmine Solution

- Level 1-2-3 Support for Microsoft Technologies, Platforms , Compute , Storage & Networks.
- Standardized the IT Infrastructure Support mechanisms
- Creation of the base ITSM Processes which was based on Industry based practices and ITIL v3, which covers:
 - Incident / Service Request Management
 - Major Incident Management
 - Event Management
 - Change Management
 - Problem Management
 - Asset Management
- Implemented OP Manager for proactive monitoring of infrastructure. It also helps in reporting capacity & performance management.
- Manage engine Service Desk Plus tool for Incident, Problem and Change mgmt. to resolve all the incidents related to in-scope IT as per agreed SLA. Raises Support Calls & Coordinate with OEM's in case of Hardware/Platform issues and take it to closure.
- Major Incident and Service Recovery Management
- Manage engine Desktop Central tool to Identify Security Patches & OS Patches for Server's & Platforms.
- ADSelfService Plus tool to AD account unlock & windows password reset.

Business Benefits

- More than 80% of system alerts fixed and closed as a part of first call resolution.
- Incident resolutions within SLA with industry standard aging norms. "All Hands on Deck" for Sev 1.
- Ageing of Problem Management is now less than 30 days (All RCA identified & Permanent Fixes executed).
- Metrics in place to show reduction in Mean-Time-To-Fix and Mean-Time-Between-Failures.
- Standardized management and execution of Problem & Change Management.
- Realize Knowledge / Configuration / Capacity & Availability management.
- Provided Automation and Self-Heal techniques by Coordinate efforts for Integration of Tools.
- Planning, Standardization & Execution of Maintenance cycles – Skillmine Blue Books.
- Delivered Optimization, Better refresh cycles etc. to ensure Continuous Improvement Plans.

Robust Security & Technology Support Services for Customer , Improvising Customer Security Posture & Compliance Standards.....



Lower cost



Economically sustainable



Reduce risk



Improve experience for their customers



Increase competitiveness



Grow revenue



Improve performance



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Think & Care about Customer's Investment • Predictable Delivery Every Time since First Time • Passionate about Desired Outcome