Skillmine
Technology • Consulting • Services

CASE STUDY OF

IT SERVICE ENHANCEMENT

One of the best Insurance broker company in India

The Client is a Composite Insurance Broker regulated by Insurance Regulatory and Development Authority of India (IRDAI). They are one of the leading insurance brokers headquartered in Mumbai, India, they have strategic partners in over 120 countries to service all insurance needs.

Business Challenge

👉 Lacked a structured ITSM service.

👉 The infrastructure support and IT security support was fragmented.

👉 There was no priority or control in the entire environment to ensure that the IT was sustainable and predictable.

👉 Because of which we were not aware about the individual ticket volumes, priority of issues, security of desktops, laptops, servers, patching or firewall.

Skillmine Solution
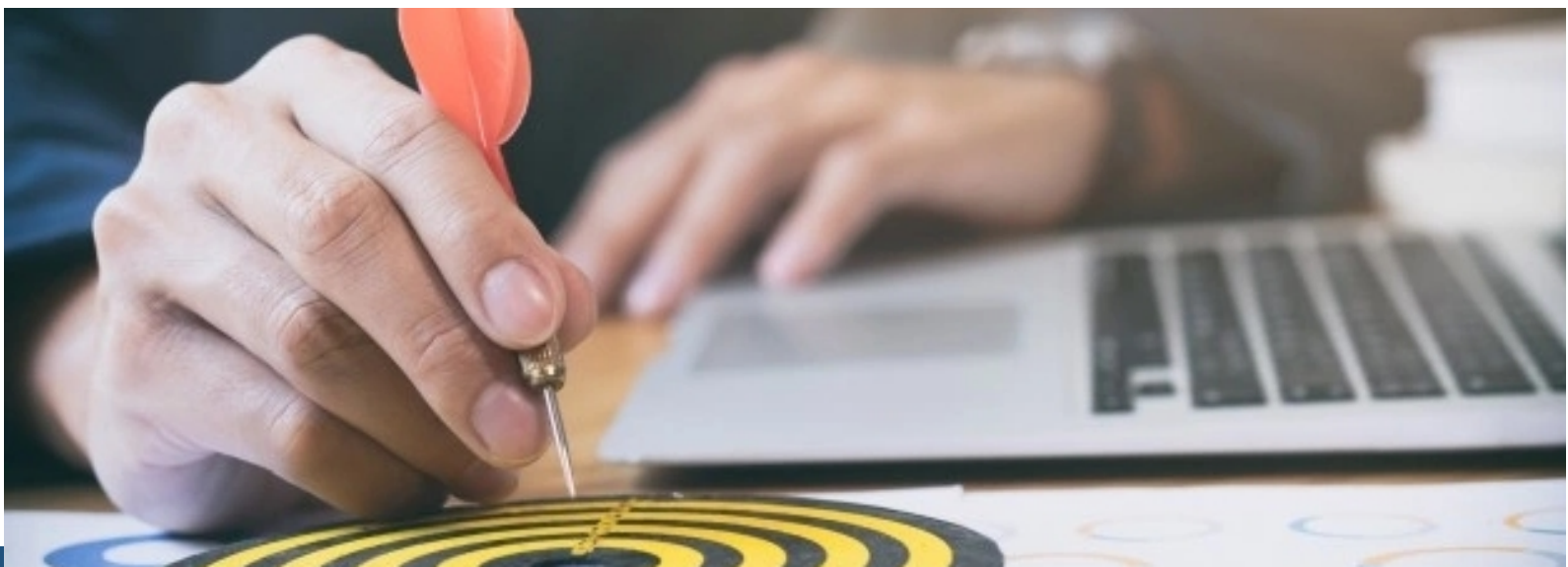
● Deployed a people process technology initiative in all the locations they are present like Bangalore, Mumbai, Chennai, Delhi, and Pune.

● We placed a resident engineer in every office.

● Added a remote service desk of two people in Skillmine central office in Bangalore.

● Deployed a 24x7 monitoring team.

● Deployed a 2 member ITSM team.

● Appointed a full time service manager.

● Deployed an overall security services to take over the entire security in phase 2.

● Automated data collection.

Execution

Designed the entire ITIL process of incident problem change management and ITIL service management. These processes were defined, the asset and configuration management processes were refreshed, and practices were put into place.

Implemented the standard change control and incident management functions.

Took over the life cycle asset management to ensure and understand what is critical.

Deployed monitoring tools and gave all the employees an online ticketing tool to log their requests and changes which could be centrally managed.

Created multiple queues for every team to structure and organize the ticket flow, request fulfilment and incident management process.

Measured service requests and incidents on a weekly basis from an SLA perspective to put focus on service.

Standardized the builds, deployments, and security controls on user machines as well as on the backend servers.

Created standards around change request controls and application issues related to their insurance applications, to standardize the incident management backup and DR as well as the request fulfilment within their apps.

Trained employees virtually on how to use the ITSM tool.

Removed unnecessary manual steps in patching by automation the whole patching process.

The monitoring system set up by Skillmine not only monitored the uptime but also measured the bandwidth network and the net flow utilization to optimize the bandwidth between multiple sites.

Migrated the standard email system used by them to Office 365 for all employees for more secure email communication and centralization of the file system.
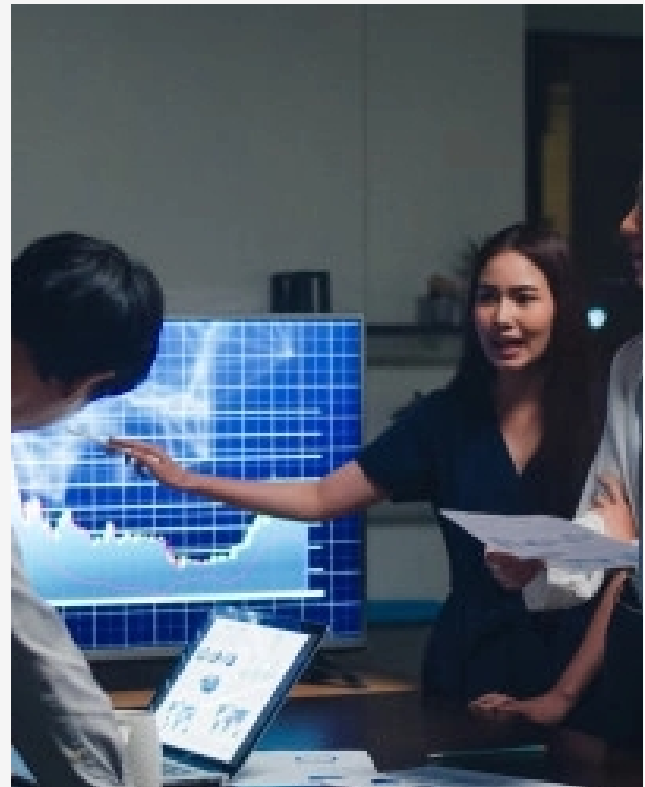
Business Benefits

- Data collection was made easy.

- Service was productive.

- User satisfaction increased.

- All the processes were put in place which created further maturity of IT to look at another automation and data analytics within application site.

Data Points

800+
Users were trained

200+ servers and 500+ network nodes were put under monitoring under 30 days.

Optimized the WAN network and improved the Wi-Fi network efficiency by up to 30% and improved the security controls around the WAN and local Wi-Fi network.

Capability
& Competency

IT Service Mgmt

Resident Engineering

IT Infrastructure

Network Servers

Firewalls

Asset Life Cycles

Incident Problem Change Mgmt

Data Centre Service Mgmt

Stay connected