

Scaling IT Support with Service Excellence and Cost Neutrality

Snapshot

- **Client:** Leading NBFC with PAN-India presence (Commercial & Vehicle Loans)
- **Coverage:** 430+ branches | 4,200+ users
- **Scope:** End-User Support Services (EUSS), Asset Management, L2/L3 Support, Vendor Coordination
- **Engagement:** 25-member centralized team with limited resident engineers across regions

Impact



25% additional workload absorbed without extra headcount



₹25 Lakhs+ annual cost savings



SLA compliance
>98% MoM



Improved business continuity and user satisfaction

A leading NBFC with a nationwide presence required a reliable IT support partner to streamline its end-user services. With operations spread across hundreds of branches, ensuring uninterrupted IT services for thousands of users was critical to business continuity.

Challenges

- **Vendor Dependency & Cost Pressure:** Heavy reliance on external vendors increased operational costs and limited control over service quality.
- **Inefficient Support Model:** Legacy staffing approach with no standardized SOPs led to fragmented ownership and high individual dependency.
- **Unstructured Asset Management:** Lack of centralized asset tracking created process inefficiencies and compliance risks.
- **Business Expansion:** Growth from ~350 to 430+ branches and 1,200+ additional users placed significant strain on the existing support model.
- **Limited Technical Depth:** Requirement for L2/L3 expertise was not covered under the original end-user support scope.
- **Service Continuity Risk:** Maintaining consistent SLA compliance became increasingly challenging with rising workload and complexity.

Our Approach



Centralized EUSS

25-member PAN-India team with field engineers.



Workload Absorption

25% growth managed without new hires.



Asset Management

IT lifecycle worth ~₹9.5L handled at no cost.



Vendor Optimization

28% fewer on-site visits.



Technical Depth

On-demand L2/L3 support for faster resolution.



Governance

SLA tracking, hybrid delivery, standardized escalations.

Achievements & Impact

Our partnership delivered measurable business benefits across cost, scale, and service quality:



Service Excellence

- Maintained >98% SLA adherence MoM across severity levels.
- Reduced dependency on external vendors, ensuring faster resolution times.
- Strengthened end-user satisfaction with timely incident management



Business Continuity

- Seamless support during branch expansion (350 → 430+).
- Enabled uninterrupted IT operations for 4,200+ users.



Cost Optimization

- ₹25L+ annual savings via workload absorption & vendor optimization.
- Asset management integrated, avoiding ~₹9.5 Lakhs/year additional cost.

Conclusion

By combining **strategic resource deployment, cost optimization, and expanded service scope**, we transformed the client's IT support into a scalable, resilient, and business-aligned model.

This case demonstrates how **service excellence and financial prudence** can coexist, ensuring technology remains an enabler of business growth.

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