

CASE STUDY

Credit Card Company

Virtual Engineers Accelerate Productivity



A global credit card company was having difficulty consistently and quickly resolving incoming IT incidents. The company's degree of IT automation at this point was minimal and incidents were typically handled in manual fashion by onsite IT specialists. Given the lack of labor resources and constant flow of IT requests, this client sought a business partner that could alleviate its workload dilemma and provide additional support to boost incident resolution levels.

The initial implementation took place in 2007 and involved gaining access to this customer's complex IT network and successfully installing the different components of IPcenter, including the system-wide monitoring tool, IPmon and the remote maintenance tool, IPremote. The objective at this stage was to support L1 incidents which were the most common and collectively time-consuming for IT workers to resolve. After a year of resolving L1 issues, IPcenter's immediate effectiveness as an auxiliary IT resource prompted the credit card company to elevate the type of incidents IPcenter could now handle and began addressing L2 incidents in addition to L1 issues.

From 2007 to 2014, the company's IT department saved over 300,000 man-hours as a result of IPcenter's implementation, which achieved a 90-97% autonomous resolution rate. In other words, hands-on IT support for L1 and L2 incidents only occurred 3%-10% of the time. This resolution metric has continuously approached the 100% mark since IPcenter's initial rollout which is a testament to the commitment of IPsoft's technical team to continue enhancing solutions post-deployment. Moreover, the presence of IPcenter benefited the professional development of this organization's internal IT talent and provided a working environment where incumbent IT staff could further hone their technical skills by taking on complex L3 issues.

As a part of the solution, we expanded the client's IT environment from a couple hundred servers to approximately 1,500 servers in order to meet the workload demand of the client and also so IPcenter could perform at the peak of its capabilities.

With IPcenter serving as the central ticketing platform for the company's IT department, the amount of registered tickets decreased by 28%. IPcenter identified and purged duplicate and non-actionable items from the ticket queue; thereby improving the accuracy of the department's performance metrics.

At a Glance

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