

iSON provided a 3g operator with resources to handle required requests and tasks within designated requirements for efficiency

## The Objective

### OPERATIONAL OVERVIEW

The business operations are continuous and constant, therefore its imperative for any business to have resources to efficiently handle request and tasks all year round, 24/7.

The objective was to implement a centralized bilingual helpdesk for application support and 24/7 critical IT infrastructure support for users based across 3 regions, 17 countries and 46 locations. On top of this, it was ideated to have 12x5 daytime support staff.

## The Challenge

Due to business presence across multiple locations spanning many regions, the operational cost was high and the operational efficiency low. Every location had a diverse technology and IT landscape which made it difficult to standardize a support process. In addition to this, the language of different regions was a hurdle in effective communication.



# SUCCESS STORY

## The Solution

Deployed over 100 NWSM + 18 Help Desk Resources across Africa on a Hub-based competency model. This competency model clearly defined the ideal set of skills and traits required for a specific job. This model formed the basis of a standardized support process and a channel for customized training across different regions.

- Handling monthly ticket volume of 10,000+
- SLA based delivery model: The KPIs, expectations, exact deliveries, and responsibilities of the vendors and businesses are all charted out at the very beginning. The performance is measured against a set list of non-negotiable parameters.

SOLUTION COMPOSITION	PARTNERING SERVICE PROVIDER	iSON
SOLUTION CONTRIBUTION	Employee desk-side support (hardware & software)- Enterprise application support (mail, print, active directory, ERP, etc.)- Enterprise network support (LAN, WAN, Wi-Fi, routers, switches, firewalls etc.)- Enterprise IT security- IBM took care of all NWSM CAPEX and supported service provider on OPEX model	Deployed over 100 FTE's + 18 help desk resources across Africa on a hub-based competency model- East Anglophone hub: Kenya- West Anglophone hub: Nigeria- Francophone hub: DRC- 3 Hubs: network L3, server L3, project mgmt, exchange server SME- 17 Spokes – L1/L2 network, server, helpdesk and desk-side support

## The Benefit

### IMPACT

- Standardized desktop environment for varied and diversified technology and workforce support
- TAT: 90 % within 8 hours, 90% IMAC within 3 business days
- Reduced operational costs and increased operational efficiency