



## Scalable and Cost-effective Application Support for a Test and Measurement Solution Provider in the High-Tech Industry

The client is a leading provider of communication, test and measurement solutions for telecom service providers and network equipment manufacturers. It provides customized optical solutions for bio-medical, semiconductor and other industries.

### Scalable and cost-effective application support was the need of the hour

In recent years, the client had undergone multiple mergers, acquisitions and divestitures. It wanted to partner with a service provider who could help them integrate as well as scale up their operations as per changing needs. The client was also looking for means to increase end-customer delight and reduce their Total Cost of Ownership (TCO).

### Proven expertise in setting up and managing support operations for large organizations was the key selection criterion

Lack of standard support process, skeptical users and minimal knowledge transfer from existing users were some of the challenges that the Mahindra Satyam team had to address.

Mahindra Satyam experts analyzed existing applications to understand their functionality, documented the same and had them confirmed by the super-users. A standard support process and

#### Challenges

- Lack of standard support process
- Skeptical end-users
- Diversity in IT systems and support structure due to recent M&As

#### Solution

- Established a standard support process and committed to SLAs
- Setup a common incident tracking system for all applications

#### Benefits

- Improved response time
- increased end-user satisfaction
- Easily scalable support structure
- More bandwidth to focus on core activities

service level agreements (SLAs) for all applications were established and communicated to users. This has helped set expectations clearly and to standardize user experience.

The Mahindra Satyam team also created a common incident tracking system for all applications and recorded the incidents meticulously. This move provided the much-needed visibility to the CIO organization.

## More time to focus on core business process and higher end-user satisfaction

Over the course of five months, the Mahindra Satyam team of experts diligently worked and achieved improved response time and reduced cost of ownership while increasing the customer's bandwidth and allowing decision makers to focus more on core business issues.

“ I wanted to personally thank you for the contributions from you and your team this past quarter. What a tremendous difference it has made having Mahindra Satyam as our AMS provider! You are managing more than two-thirds of our overall EBS application ticket volume. Relevant metrics are in place to drive continued improvements and behaviors. Assigned backlog has been reduced by nearly 60%. The remaining open tickets in your queue have clear delineation as to status and aging and you are proactively providing us valuable insights. We had our first successful quarter-end (with positive customer feedback) with you.

We welcome the move to problem management, improved release management, and testing management. On a personal note I appreciate your responsiveness (7x24 you seem to be always available!) ”

- Senior Director, IT (In the appreciation mail to the Mahindra Satyam Program Manager)

### About Mahindra Satyam

Mahindra Satyam (NYSE: SAY) is a leading global business and information technology services company that leverages deep industry and functional expertise, leading technology practices, and an advanced, global delivery model to help clients transform their highest-value business processes and improve their business performance.

The Company's professionals excel in enterprise solutions, supply chain management, client relationship management, business intelligence, business process quality, engineering and product lifecycle management, and infrastructure services, among other key capabilities.

Mahindra Satyam is part of the \$7.1 billion Mahindra Group, a global industrial conglomerate and one of the top 10 industrial firms based in India. The Group's interests span financial services, automotive products, trade, retail and logistics, information technology and infrastructure development.

Mahindra Satyam development and delivery centers in the US, Canada, Brazil, the UK, Hungary, Egypt, UAE, India, China, Malaysia, Singapore, and Australia serve numerous clients, including many Fortune 500 organizations.

### Contact

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