



# Ind Innovation



**A Stellar finance firm trusted IIPL for their uniform support, this turned out to be their best saving during that year.**

BUSINESS OBSTACLES | SOLUTION | BENEFITS

## Overview

Locations covered PAN India by IIPL : 350+

### **Equipment under support**

55000+

### **Business Obstacles**

SLA breach, spare availability on time, inappropriate skills, same day business resolution (SBD).

### **Benefits by IIPL**

15% cost-saving annually by adopting best practices for equipment's health check, timely servicing, educating end-users on equipment handling, and utilizing multi-skilled resources on the project.

# Client Brief

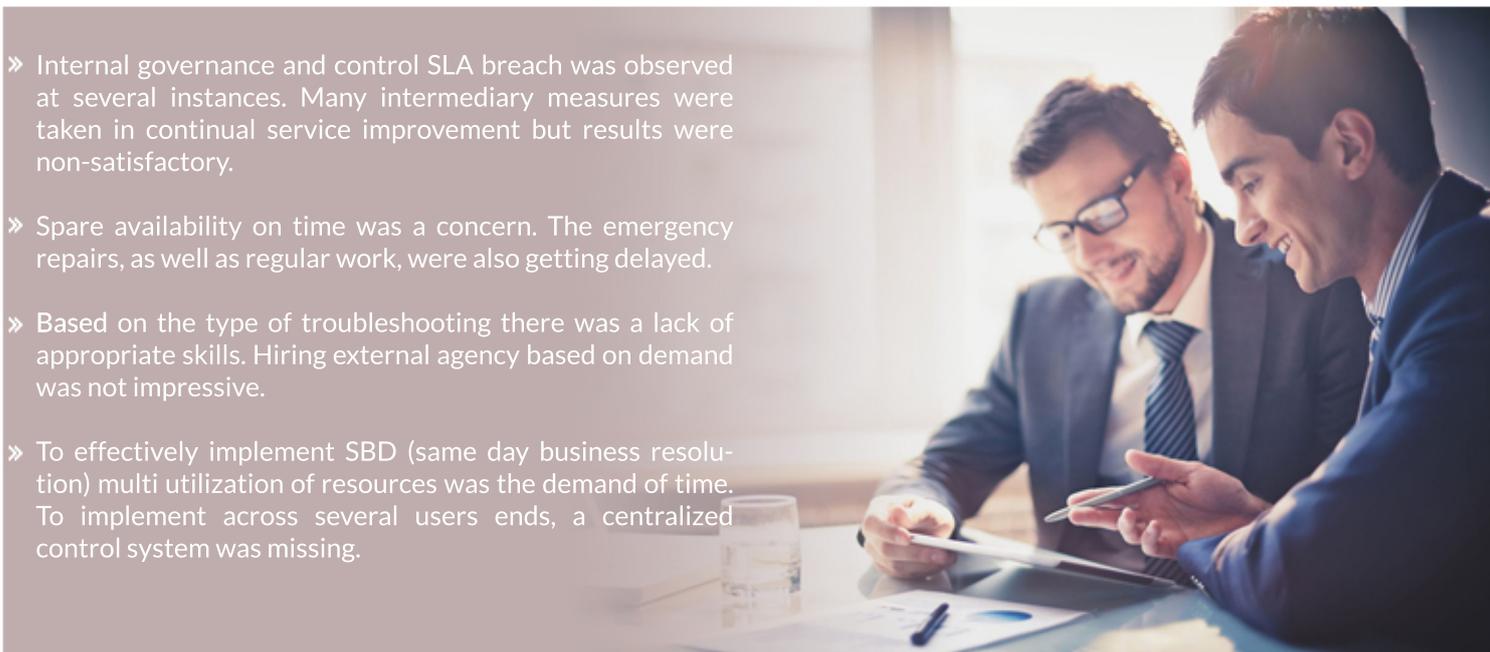
Proud corporate leaders of the Non-Banking Financial Company (NBFC) segment with 3000+ branches across India. They are the “first corporate firm” to step in gold loans, has 12K+ employee resources for serving diversified portfolios. The client possess latest IT infrastructure and at par excellence equipment of 55000+ in strength for customer support and IT services. The client is working on the e-wallets and pre-paid smart cards to reshape their customer ecosystem.



## Business Obstacles

To meet the changing consumer needs the client wish to implement same day business resolution. Organisation's large IT infrastructure and multi-location operations were incurring an additional cost which needs to be optimized. Technology was heavily under-utilized because of current modus operandi and inflated OPEX was another issue to be addressed. Manpower resources were in abundance, despite the processes were scattered in bits and pieces. The improper coordination hampered client's service delivery. All these concerns made ROI unachievable.

- » Internal governance and control SLA breach was observed at several instances. Many intermediary measures were taken in continual service improvement but results were non-satisfactory.
- » Spare availability on time was a concern. The emergency repairs, as well as regular work, were also getting delayed.
- » Based on the type of troubleshooting there was a lack of appropriate skills. Hiring external agency based on demand was not impressive.
- » To effectively implement SBD (same day business resolution) multi utilization of resources was the demand of time. To implement across several users ends, a centralized control system was missing.



## Solution offered by IIPL

After analysis of existing IT infrastructure and manpower resources IIPL came with a robust service delivery model. Some of the key highlights of the services were:

- » The fast moving spares were stocked at the point of requirements. This system reduced moving time and risk purchase cost and helped in improving overall troubleshooting time.
- » Multi-skilled engineers were deployed at key locations that can also handle sub-division requirements quickly. This measure reduced skills availability lagging.
- » Working towards vendor/partner Management: Turnaround time and quality of work were streamlined. Contract negotiations, job assignment were also amended for performance evaluation.
- » MIS reporting system was simplified by IIPL team.



## Benefits client could reap by IIPL's assistance

IIPL was able to provide the encouraging figures to the client, after the meticulous planning and timely implementation:



- » Applying transparency and innovation resulted in saving of 15% in overall operation cost on a yearly basis.
- » Regular equipment health checks and centralized control helped in improving delivery time.
- » The end-users were trained to use the equipment efficiently.
- » Utilization of multi-skilled resources on project helped to drive better productivity.