

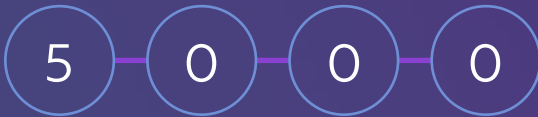


## Case Study

### Transforming IT Operations For a Global Financial Services Leader

Financial Services Leader Optimizes IT Operations  
with EMERGYS Managed Services

#### Users



#### Client Profile

A prominent global insurance and financial services organization specializing in innovative risk management solutions, with 5,000 users across 30 locations.

#### Challenges Faced

The client faced several challenges with its IT operations:



#### 24x7 Support

To ensure seamless business continuity, the client required round-the-clock managed services for its help desk and IT infrastructure tickets.



#### Cost Reduction

The client aimed to significantly reduce the operational costs of its service desk while maintaining quality.



#### Scalability

The client needed a scalable model to accommodate future increases in business demands without compromising on service quality.

## Our Solution

We implemented a holistic service desk and remote infrastructure management (RIM) service. Our approach involved a skilled team of support agents and robots operating within a robust governance framework and a Continuous Service Improvement (CSI) cadence.

The scope of our service also encompassed project management for ongoing IT initiatives, including deploying new technologies such as Windows 10 and iPad rollouts.

## Key Outcomes

Our solution delivered several essential benefits to the client:



### Operational Focus

The client could redirect its focus to core business operations and strategic initiatives by entrusting its service desk and IT infrastructure management to us.



### Uninterrupted Support

We provided round-the-clock, 24x7 support without compromising on Service Level Agreements (SLAs) or customer satisfaction. Our scalable model ensured rapid adaptability to surges in ticket volumes.



### Enhanced User Experience

Implementing a modern IT Service Management (ITSM) platform enhanced the user experience, simplifying the process of logging service desk tickets.



### Multilingual Support

Our service offered multilingual support and access to ITIL-certified professionals, expanding the value proposition for the client.

In partnership with EMERGYS, the global financial services leader achieved a streamlined, cost-effective IT service model that ensured uninterrupted operations and enhanced end-user satisfaction.

EMERGYS Managed Services specializes in helping IT Managed Services Providers (MSPs) and organizations leverage automation to streamline their service desk operations. Our comprehensive solutions and expertise help businesses realize the full potential of Service Desk Automation.

**Ready to explore how automation can transform your IT support?**  
Contact us today to learn more about EMERGYS Managed Services.