CASE STUDY

BMC Remedy ITSM Suite
Support for Indian Private Conglomerate

vyomlabs
Aligning IT with Business

CLIENT OVERVIEW

Client is an Indian private conglomerate, headquartered in Mumbai. The company is known for having a significant prominence in Indian retail and fashion sectors, with popular supermarket chains, lifestyle stores and also for having a notable presence in integrated foods and FMCG manufacturing sectors.

Client has multiple operating companies sorted by Target Markets: like Retail, Financial, Supply Chains, Brands etc.

CHALLENGES

Client was looking out and evaluating various organizations for Support of their BMC remedy ITSM Suite. The challenges they aced earlier was:

- Lack of timely response from Vendor and their resources over cases raised by the client.

- Lack of dedicated staff, accountability and ownership from vendor in expediting the various cases registered to them towards resolution.

- No performance reports being shared on periodic basis resulting in lack of evaluation and performance analysis of vendor services.

- Lack of effective coordination with BMC support from Vendor.

- Huge communication gaps and lack of skilled staff resulting in wrong understanding of requirements for various tasks raised by the client.

- Lack of clearly defined SLA's resulting in less ROI being generated from vendor services, hence resulting in increased Opex.

VYOM LABS SOLUTION

Vyom Labs with their 10 years of market presence on BMC products and with highly skilled staff and management helped in reating and providing value to the Client to address their challenges:

- Vyom Labs provided a dedicated staff to address all the Client needs over various BMC product lines requested by the client.

- Vyom Labs solution has a clearly defined SLA's and scope of work which ensures that customer can evaluate us.

- Vyom Labs skilled resources were equally interviewed by customer before being deployed and we provided a small evaluation period in which the client can check the performance of the Engineers before finally having them onboard.

- Vyom Labs provided a Service Delivery Manager which acted as a SPOC and coordinator to overlook resources and customer requirements.

- Vyom Labs SDM were to report on performance of all the resources deployed and shared the same with the client.

- Quarterly Review Meetings were carried out with the client for Vyom Labs performance and to get feedback from customer while also looking out to meet the customer expectations.

- Vyom Labs premier and long standing partnership with BMC gives an added advantage for effective & efficient coordination with BMC on various issues logged to them.

- With different skill level SME's available with Vyom Labs, we ensure that effective client satisfaction stays in center of our focus and we address all kinds of client queries that has been agreed.

VALUE CREATION

Following were the benefits that was created for the customer

- Increased Customer Satisfaction with prompt response within agreed timelines and timely resolution of various issues logged.

- Greater transparency in place with clear and well defined SLA's and from regular business review meetings on performance evaluations based on the SLA's with the client.

- Enhanced customer experience with dedicated staff and resources along with a SDM to monitor the entire support service provided to the client.

- Achieving greater ROI based on quality of services delivered from Vyom Labs.

- With an SDM in place to overlook on Dedicated Staff the client has to do minimal management of issues that are worked on by various Vyom labs resources.

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