

CASE STUDY

EXPERIENCE EXCEPTIONAL SERVICE QUALITYSM



- SE Asia Banking
- \$1B Total Assets
- Experience with TPM
- Service Standards Unmet

Client Situation

Client had been using a third-party hardware maintenance provider for x86 support (Dell, HP, Sun) and Dell EqualLogic maintenance. Service Quality issues arose with the incumbent surrounding their local parts sparing model and logistics, causing numerous missed SLAs. They also wanted to check the incumbent's pricing model.

Client Request

The client wanted a parts sparing model/logistics where parts were kept locally and a far greater percentage of promised SLAs could be met. They were curious to see price improvement, but much preferred insourced technical expertise (Level 2/3), which was different than the incumbent's model across in-country states.

SSCS Solutions

Our support agreement began in 2013, in which we offered hardware break/fix for x86 servers and Dell EqualLogic. We provided a local sparing model, in-house Level 2/3 support, consistent support across states and cost reductions of 15% from the incumbent. Since 2013, this client has used SSCS for Smart Hands and IMAC support.

Outcomes from Service Quality

This client is extremely pleased with the turnaround in met SLAs (and MTTR, Mean Time to Repair), our parts model and the expertise of our local tech staff. First-attempt-fixes by SSCS technicians have skyrocketed, saving them additional staff/labor they hadn't anticipated during vendor vetting.

15% Less Than TPM

95+% SLAs Met

Improved MTTR Avg.

