

# CMS IT Services' Infrastructure Outsourcing Services drives enhanced efficiency, productivity improvements and spend optimization for a major automobile manufacturer



## CUSTOMER

The customer is one of the oldest manufacturers of two-wheeler motorcycles in India. Founded in 1901, the company is a leader in the mid-sized motorcycle segment in India with its unique and distinctive modern and classic vehicles. It is headquartered in Chennai with more than 40 locations spread across the country and has over 3500 employees.



CMS IT's efficient service desk and NOC capabilities, the categorisation of service calls and their understanding of processes reduced a lot of the repetitive tasks for our employees. The use of Self-help and Heal Automation tools has improved our user experience tremendously.



## THE CHALLENGE

The company had been working with a large Tier-1 provider for past many years who was managing both their end-user estate along with Data centre support services. High availability of IT systems are needed throughout locations across India some of them being very remote. On-time and accurate information from these offices is critical in maintaining an efficient manufacturing and inventory management system. The systems need to be resilient to monthly and seasonal changes in load. The processes need to be consistent across the organisation for business continuity and better productivity. However, the incumbent was using an outsourced end-user services model causing frequent disruption because of rotation of support staff. In addition, the DC Support services were fully remote and often when an onsite SME presence was required, the two-wheeler manufacturer struggled.

## THE SOLUTION

CMS IT Services deployed a hybrid service delivery model with a 24x7 onsite Service desk, our badge EUS resources pan India, and onsite DC SME resources backed by a 24x7 virtual support from our state-of-the-art Integrated Command Center (NOC) in Bengaluru.

Full ownership of the program was demonstrated via a CMS IT CXO sponsorship. All of this led to improved process-consistency across the organization and transformed customer experience.

### Additionally :

- The ITSM tool was re-implemented and SOPs were re-defined for repeatable process.
- Obsolescence protected DC monitoring & management tools were deployed to achieve the stated KPIs.
- Adoption of EUS Automation frameworks via Self Help/Heal tools reduced the MTTR of regular issues.
- Service desk calls were categorised based on priority and resolution was done accordingly.

## BENEFITS

After the implementation of CMS IT's solution the customer had a notable increase in productivity and reduction in service costs and business disruption due to non-availability of IT systems. They were also able to enhance user-experience.

Critical functions received higher priority resulting in business continuity and continuous service improvement. A robust governance structure with regular CSAT surveys ensured regular feedback from the users.

**Some substantial benefits of the above solution that can be quantified as follows :**

**50%** Increase in first call resolution

**67%** Reduction in wrong categorisation of tickets.

**60%** Increase in process adherence



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