

HEXAWARE

Comprehensive Server IT Support for Offshore Projects and Energy Services Major

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a global leader in delivering offshore projects and services for the evolving energy industry. With a presence in over 40 countries and a fleet of over 30 vessels, the client required robust and efficient server IT support to maintain its operations across various regions.



Challenge

Client

The client faced several challenges in managing its server support and IT operations effectively. The key pain points were:

| Challenge

Solution

Benefits

Summary

Complex IT Support Needs

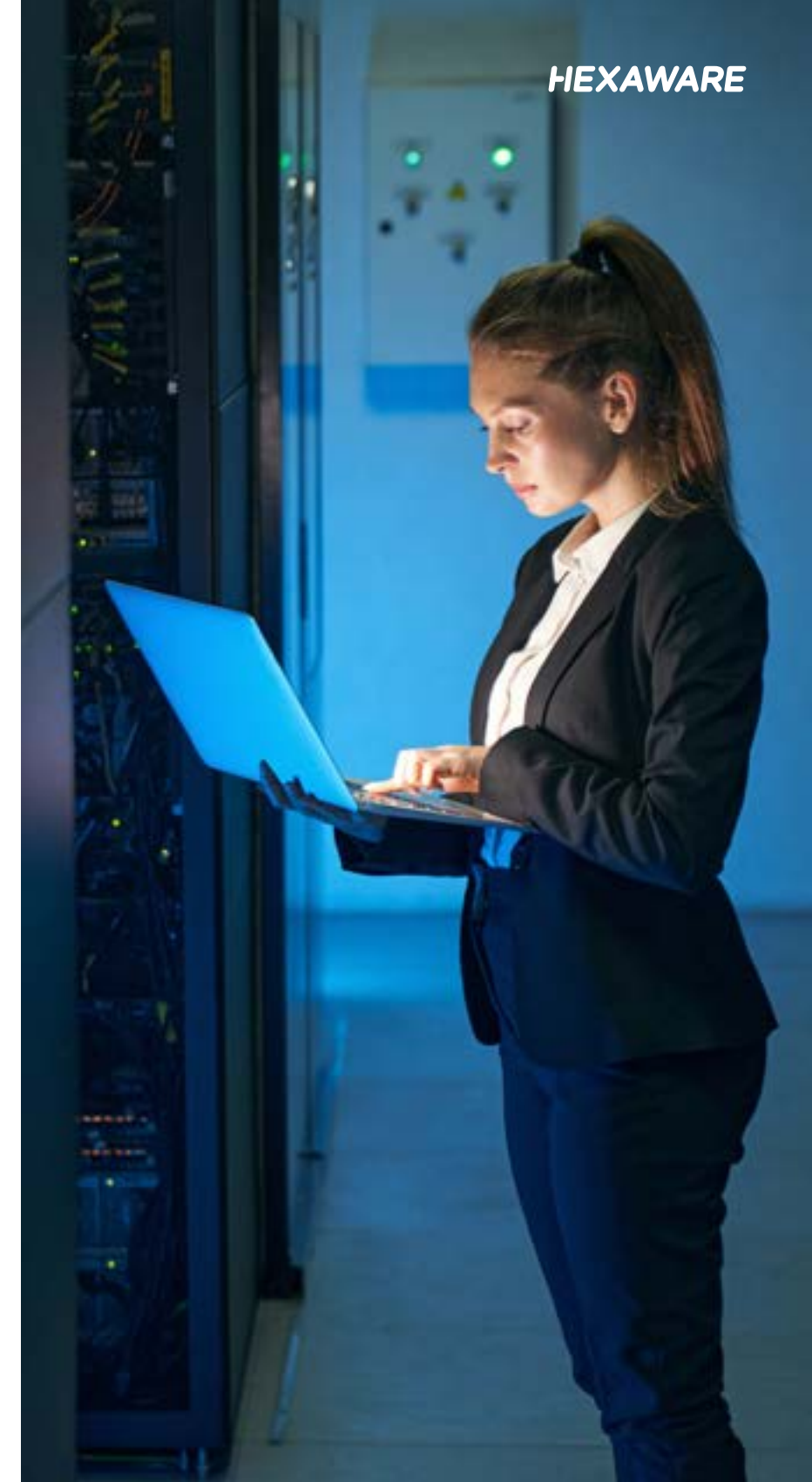
- The client needed a single point of contact for incident resolution, service requests, and access requests across multiple languages and regions.
- There was a requirement for dedicated and dispatch vessel support in ports and on offshore vessels.

Operational Inefficiencies

- Manual processes and lack of IT automation led to high operational costs and inefficiencies, particularly in event correlation and handling of password-related issues.
- High volume of service desk calls related to password and account recovery issues burdened the support team.

Scalability and Resource Optimization

- Ensuring consistent service quality and optimizing resource allocation across different geographies and time zones were significant concerns.
- The client needed to enhance the user experience and improve ticket resolution times.



Solution

Client

Challenge

Solution

Benefits

Summary

To address these challenges, the following solution approach was implemented:

Service Desk Digital Transformation

- A 24-x7 service desk supporting nine languages was established and delivered from the UK, Norway, France, Brazil, and India, ensuring global coverage and language support.
- Onsite desk-side support was provided for employees on the client's campus.

Workplace Services

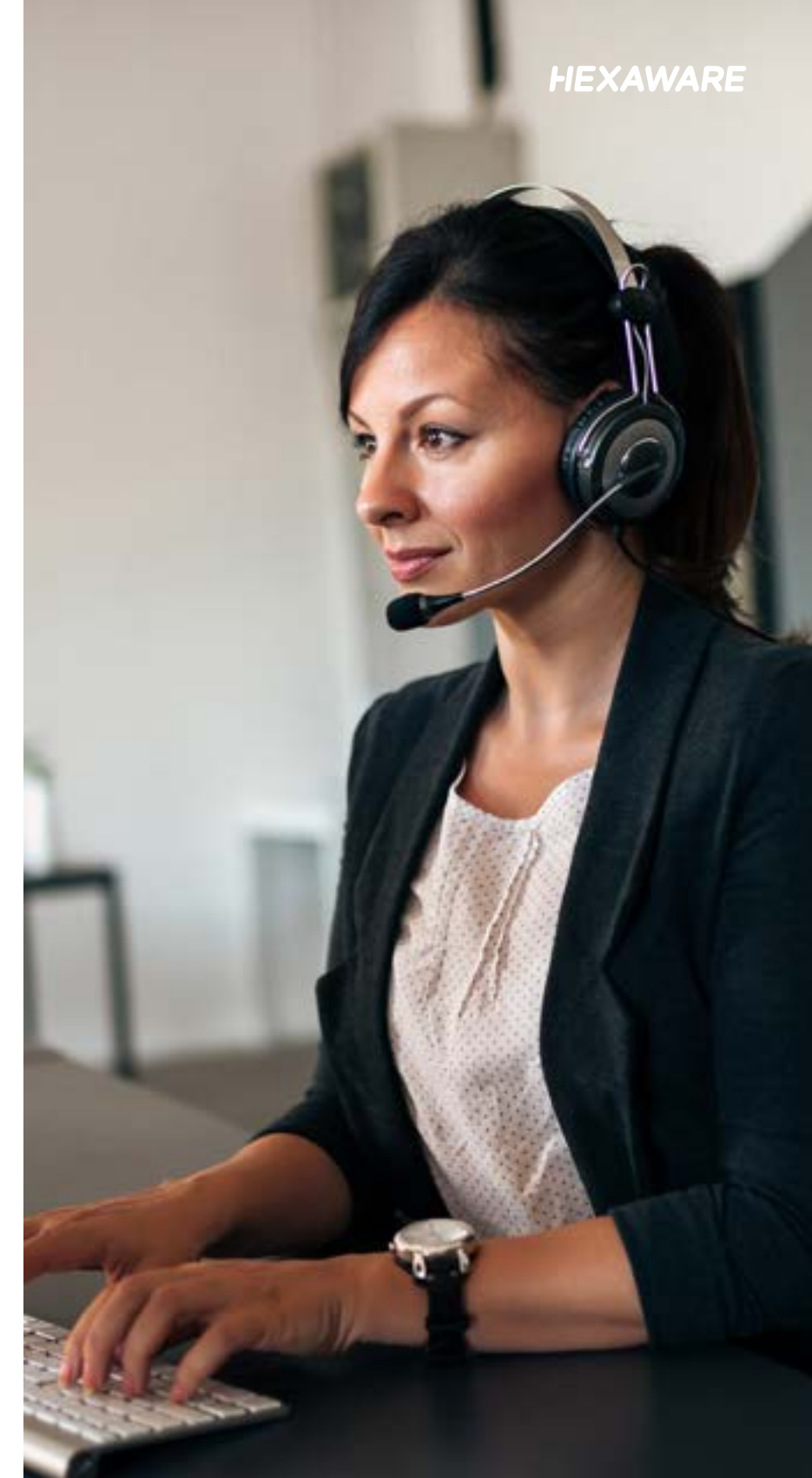
- A 9x5 service and a dispatch 8x5 service were implemented to provide dedicated site support for nine sites and non-dedicated site support for 33 sites.
- Security-related issues and application support for the client's employees were addressed through dedicated support teams.

Vessel and Remote Support

- Dedicated vessel support in UK and Brazilian ports was provided, ensuring seamless support for vessels.
- Deployed Hexaware platforms for enhanced user experience and self-help on password and account recovery tickets.

Automation and Process Optimization

- Event correlation and abend automation were prioritized, reducing manual intervention and operational costs.
- Best-in-class services were introduced for efficient governance and cost optimization.



Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

The implementation of the above solutions resulted in significant benefits and savings for the client:

Alert Reduction

- Achieved a 24% reduction in alerts in the first year, attributed to effective event correlation and automation.

Call Volume Reduction

- Complete automation of password-related processes reduced call volumes related to password issues by 10%.

Resource Optimization

- 20% of resources were redeployed to retain knowledge, enhancing overall efficiency.
- Ticket ratio improved from 1.9 to 1.15 due to streamlined processes.

User Experience and Satisfaction

- Hexaware’s platforms for enhanced user experience and account recovery tickets led to an increase in CRF and CSAT.
- An automation-focused next-gen operating model was adopted, enhancing overall operational efficiency.

Alert Reduction

- Achieved a 24% reduction in alerts in the first year, attributed to effective event correlation and automation.



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

The transformation was a comprehensive initiative aimed at addressing critical operational challenges and improving service efficiency. By introducing service desk digital transformation, IT automation, and optimized resource allocation, the client significantly improved its IT operations. The implementation of dedicated vessel support and the establishment of an automation-focused operating model further contributed to achieving operational excellence.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

Get in touch