SENSIPLE

innovative minds, empowered by passion

ITSM Advisory Services for
Telecommunication Service Provider

Client Profile

A fortune 1000 telecommunication service provider processing billions of voice-related transactions per year delivering services in cloud SaaS, PaaS], on-prem and managed services deployment models with geographically distributed workforce.

Company Profile:

Sensiple Inc. is a world class FinTech solution provider based out of New Jersey, offering state-of-the-art technology solutions and IT services across BFSI Industry. Sensiple's expertise is built upon 2500+ man years of experience with center of excellence and dedicated R & D team. Sensiple was an early adopter of FIX protocol and it offers solutions to client's business needs across the entire spectrum of banking, financial operations and trading workflow complementing with latest technology which aids market participants to maintain a competitive advantage in the current scenario.

For more info, visit: www.sensiple.com
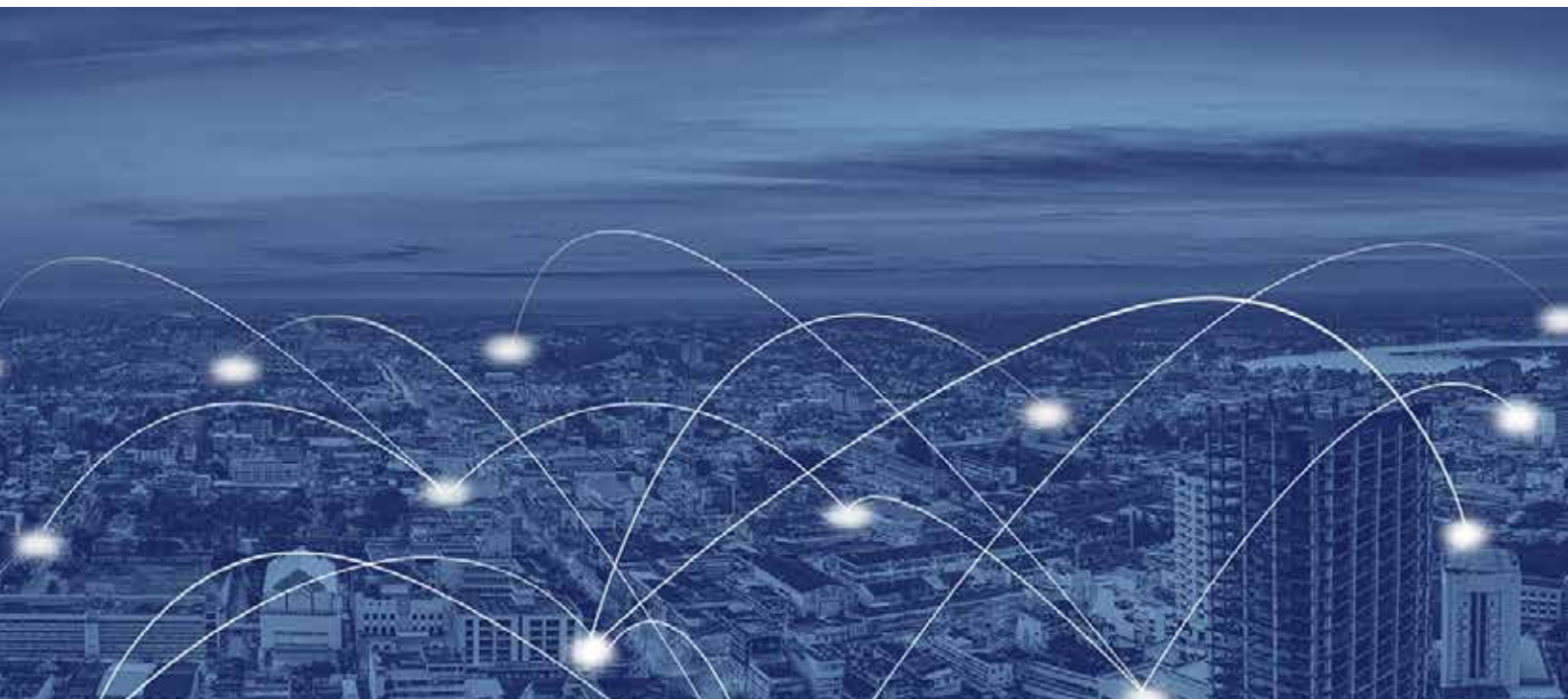
Business Benefits

- Better ongoing support and balanced resource utilization

- Centralized knowledge management solution for standard operating procedures

- Elimination of single person dependency for knowledge and support

- MTTR reduction resulting in improved customer satisfaction

Business Challenges

- Delayed resolution of production impacting issues

- Utilization of high valued resources for support and maintenance activities

- Single person dependency for critical systems support

- Ineffective centralized knowledge management and sharing solutions

Solution Provided

- Sensiple assessed the current working and transition model for application and operations support.

- Utilized the ITIL service operations and service transition guidelines to develop a model for seamless transition to support 'run & maintain' operations.

- Enabled the affected teams with training and standard deliverable references with a knowledge management solution

- Provided stable state transition assistance