

# End-to-End Managed Services for a \$4B BPM Company – Case Study

## IMPACT

Through a decade-long partnership, COMnet Solutions has transformed and managed the endpoint infrastructure and support operations of a global \$4B BPM company. With services spanning across 26 locations and managing 56,000 endpoints, the client has experienced enhanced productivity, reduced downtime, and streamlined IT governance.

**Endpoint Optimization:** Continuous support and lifecycle management of 56,000 distributed endpoints.

**Pan-India Operations Enablement:** Reliable service delivery across 26 business-critical locations.

**SLA-Driven Performance:** Strict adherence to SLAs ensured service predictability and reduced escalations.

**Automation & Innovation:** RPA and chatbot implementations enhanced efficiency and reduced manual workload.

**Sustained Partnership:** 10-year engagement underscored COMnet's consistency and customer trust.

## MAJOR ISSUES

Prior to COMnet's engagement, the client faced pressing operational and infrastructure-related challenges:

**High Endpoint Downtime:** Lack of real-time support led to frequent delays in issue resolution across geographies.

**Non-Standardized IT Support Models:** Fragmented vendor approach resulted in inconsistent service quality.

**Manual Repetitive Processes:** High dependency on manual efforts for routine support and monitoring tasks.

**Limited SLA Accountability:** Absence of measurable performance standards and KPIs for vendors.

**Delayed OEM Support:** Long turnaround times from OEMs for hardware servicing and warranty management.



## HIGHLIGHTS

### Proposed Solution

COMnet deployed a unified managed services framework tailored for the BPM industry's fast-paced and volume-driven operations:

- **SLA-Based Managed Services:** Guaranteed response and resolution times backed by real-time monitoring and reporting.
- **RPA Implementation:** Automation of high-volume repetitive tasks including system checks, report generation, and routine maintenance.
- **Chatbot Support Enablement:** Deployed AI-driven chatbot interfaces for internal IT queries and basic troubleshooting.
- **OEM Integration & Servicing:** Coordinated directly with OEMs for asset servicing, part replacements, and extended support.

### Use Cases Addressed

- Unified endpoint support across 56,000 devices.
- Remote and onsite support structure for seamless service across 26 active sites.
- Automation of basic L1 support and backend monitoring tasks using RPA.
- Consistent user experience via chatbot-powered self-service support.
- OEM coordination and escalation management to reduce device downtime.

## ARCHITECTURE AND DEPLOYMENT SCOPE

- **Geographically Distributed Service Model:** Field and remote teams deployed across India to support all 26 locations.
- **Service Delivery Platform:** Centralized ITSM platform for logging, tracking, and reporting of incidents and SLAs.
- **Automation Framework:** RPA bots integrated with service management tools to handle L1 tickets and routine diagnostics.
- **Chatbot Engine:** Integrated with internal support portals for faster resolution of common issues.
- **OEM Ticketing Desk:** Dedicated team for handling OEM service contracts and warranty claims.

## KEY STRATEGIES

- **Decade-Long Continuity:** 10 years of uninterrupted partnership highlights COMnet's deep understanding of client needs and its adaptive support model.
- **SLA Governance and Reporting:** Transparent, metric-driven service delivery aligned with business-critical KPIs.
- **Automation-Led IT Operations:** Use of bots and chat interfaces to accelerate responses and reduce FTE load.
- **OEM-Led Hardware Lifecycle Management:** Proactive planning and execution for device health and replacement schedules.
- **Scalable Service Architecture:** Easily expandable support model to match business growth or location expansion.