



Offshore global service desk center provides user friendly and cost-effective IT services

Client

Our client is a leading life science and high technology company whose biochemical, organic chemical products, kits, and services are used in scientific research, including genomic and proteomic research, biotechnology, pharmaceutical development, the diagnosis of disease and as key components in pharmaceutical, diagnostics, and high technology manufacturing.

Challenge

The client operates in 35 countries and has nearly 9,000 employees. They have a complex global IT landscape, which lacked a centrally-managed infrastructure and application support model. They wanted to reduce operational expense associated with maintaining 24X7 Global Service Desk support operations.

Marlabs Solution

Marlabs was chosen as the technology partner by the client. The team studied the requirement and proposed a centrally-managed infrastructure and application support model. Marlabs built a dedicated centralized offshore Global Service Desk center at Bangalore, India to support and manage client's IT services support, application support (L1, L1.5), and SAP end user support (L2) requirements in an SLA based managed services model.

Marlabs conducted a knowledge transfer and project transition phase to ensure that all our support resources have sufficient access, knowledge, and confidence to provide a seamless user experience. We provided a mixture of dedicated resources and shared service resources allowing for consistent coverage and support of all in-scope IT Support including SAP modules.

Marlabs 'OneConsole' unified reporting tool integrated with client's existing ticketing and monitoring tool to provide self-service access to dashboards and ad-hoc reporting showing agent activity, ticket history, and similar KPI data necessary to monitor and track performance and quality of service.

Marlabs also accomplished the following:

- Adopted process efficiency driven ITIL framework
- SLA-based services backed with penalties and incentives to drive efficiency, effectiveness, and quality of service
- Provided separate white glove support to VIP users when interacting with service desk personnel for application and desktop support.

Benefits

- Customer-friendly and cost-effective IT services by leveraging ITIL
- Significant estimated reduction in operating costs
- Fixed monthly cost measured by SLAs
- Enhanced and consistent customer service by providing the best of resources and technology.

Technologies

- 24x7 infrastructure, application support, and desktop support
- SAP modules (FI/CO, SD, MM, WM, CRM, PP, QM, APO, BI/BO, HR).

Marlabs helps drive digital agility for our clients. We deliver innovative business solutions using digital technologies such as cloud, mobile, analytics, Internet of Things, and social. With a dedicated team of over 2,100 associates, a network of delivery centers in USA, Canada, Mexico and India, and strong partnerships with industry leaders, Marlabs offers a wide range of IT services across industries. Through our emphasis on quality driven by CMMi, PCMM, ISO 9001-2000, ISO 27001 and SSAE 16 Type II best practices and a customer-centric client engagement model, Marlabs has achieved a dependable track record of meeting high standards of excellence in every customer engagement. This has resulted in several awards and recognitions, including being consistently ranked in the Deloitte Technology Fast 50 and Fast 500 programs. Marlabs is headquartered in New Jersey, United States.

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