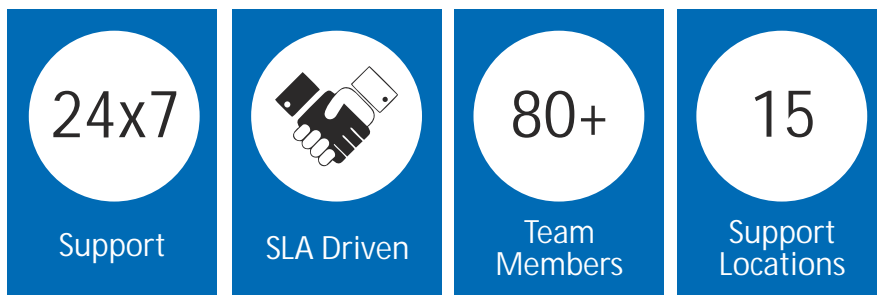


Managed Infrastructure Services for a Leading Retail Brand



CASE STUDY

With 80+ team members we have successfully managed 24X7 SLA Driven infrastructure services for our client in 15 different locations



THE CLIENT

The Client is a leading retailer in India. It operates over 3,300 stores and number of stores seems to increase every day. The client serves over 3.5 million customers every week.

SUPPORT ACTIVITIES

- 24*7 L1 support desk for all IT & devices at the Petro retail outlets
- Number of outlets are 1300, plans of it being doubled soon
- Types of support are for:
 - » Mail server error
 - » Issues during price change
 - » Password reset
 - » Unable to access the dealer portal
- WAN link failover testing done Successfully
- IT process training given to the team



ASSETS UNDER MANAGEMENT

- Monitor
- IP Phone
- Desktop
- LED/Plasma
- HP Server
- Core Switch
- Printer & Printer Cartridge
- Router
- Projector
- VC
- Server Storage
- VC LED
- Camera
- SFP
- LED 75"
- HP CPU



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