

L1/L2 Support for a Global Financial Services Company



Support Environment



Team Size

Successfully supported the client with L1/L2 support at different unfamiliar applications

THE CLIENT

The Client is the Indian captive of the global financial services customer

A circular icon containing a hand holding a smartphone.	A circular icon containing a document with a pencil.	A circular icon containing a sun.	A circular icon containing two interlocking gears.
SLA Driven Application	ITIL compliant Process	Follow the Sun Model	Functional Specification sheet for new functionality

CHALLENGE

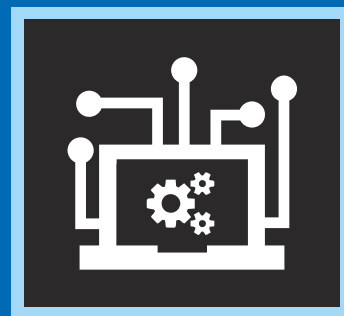
- To provide support (L1/L2) to the French speaking Business on various unfamiliar applications.



TOOLS USED

- LNS
- Sophis
- Dreams
- LIS
- Lyxops
- Lyxnet
- Pops
- Itrack
- Sarima
- Citrix

TECHNOLOGY USED



OS/Platforms:

Windows and LINUX based applications developed on JAVA & C++



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