zensar

Enhanced Workplace
Productivity for a

Global Financial
Services Firm

Case study

# Enhanced workplace productivity for a global financial services firm

Overview

Challenges and Goals

Solution

Impact and Key Highlights

Our customer is a global financial advisory firm, which uses investment as a tool to build market economies. With a presence in over 30 countries, the company has a workforce spread across continents. To manage the workforce and to maintain a competitive advantage, the company needed modern technology.



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Our customer sought to enhance productivity, reduce operating expense and increase operational efficiency through digital-ready infrastructure. At the same time, it required core competencies to perform operations across countries.

The existing performance of devices and applications was a significant hindrance to employee productivity. The absence of self-help and self-heal solutions was at the core of this problem. Our customer wanted to stop the cost of managing incidents, reduce the number of incidents, and curtail false alarms.

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We helped our customer formulate and execute a sound technology strategy. We implemented the Aternity application to monitor the end-user experience and proactively identify issues by analyzing application usage, application launch time, and crashes. The Aternity monitoring agent provided a detailed performance analysis that helped identify, validate, and compare performance trends of applications, devices, and end-users. This also facilitated a root cause analysis to determine the source of performance problems.

Zensar established a shift-left approach to help transition the incident handling methodology from a reactive break-fix to a proactive self-help and self-heal model. These solutions were developed and deployed as part of a continuous automation strategy. One-click self-help solutions empowered users to fix issues by themselves, and the self-heal solutions proactively fixed problems as they occurred.

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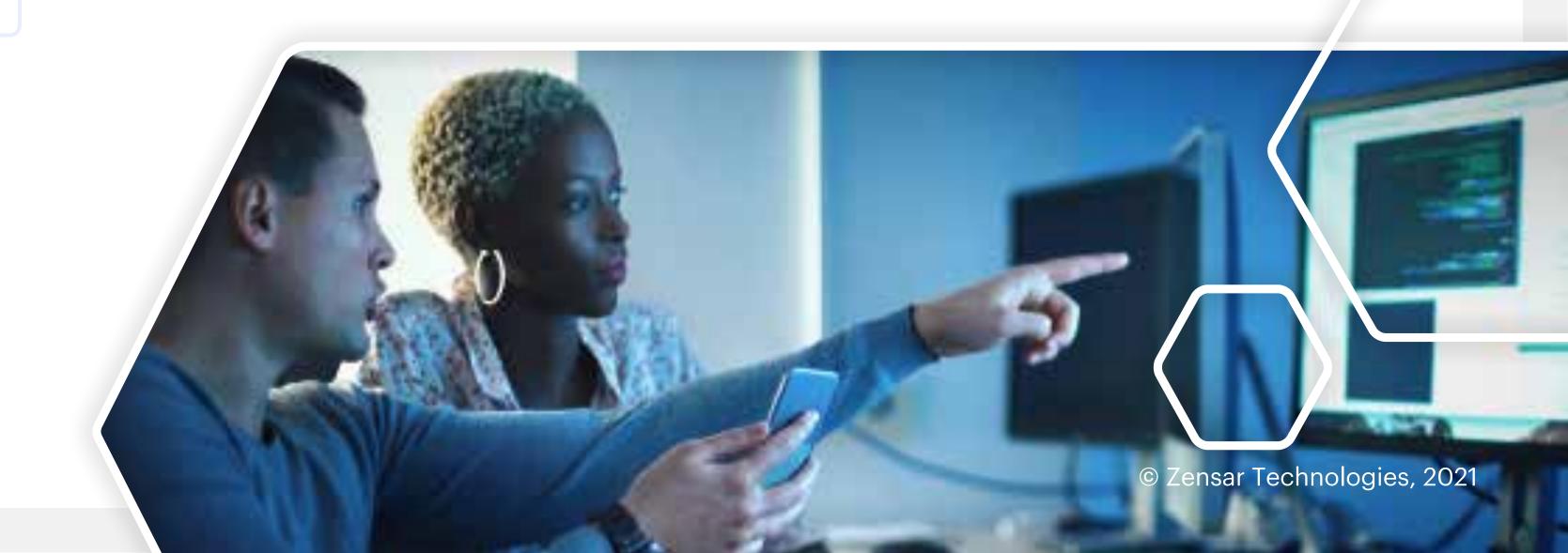
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- Improved return on investment (ROI) by identifying unused or over-licensed software and aligning license expenditures to actual usage
- Enhanced application performance, reduced boot time and login time, resulting in much higher end-user satisfaction
- Implementation of self-heal and one-click self-help solutions, leading to a drastic reduction in repeat calls to the service desk and a 20% reduction in Level 1 incidents
- Reduced downtime for business-critical applications





At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

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