

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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- 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





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