



Global Technology Transformation of a Leading Real Estate Organization

CASE STUDY

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The client is a leading global real estate organization headquartered in the U.S. The organization was seeking a strong partnership with a proven service provider to alleviate multiple contracts and contacts and establish a single point of communication for all of their infrastructure needs. The company wanted to move to a managed services model and develop a best practice based service delivery framework and methodology. They also needed to centralize and standardize the management of deskside support to global offices across the country to achieve higher productivity and efficiencies

Highlights

Zensar led the company's transition to a total managed service model, which has enabled onshore and offshore resources to deliver best practice based services and support delivered at a global scale, and has allowed their internal resources to focus on business priorities. Zensar delivered services including Service Desk and Desktop Support; Messaging Support; Mobile Device Management; End to End Desktop Management; Application Support; Data Center Operations; Wintel and DB Administration; DTS Application Development; Telecom and Network Support; and Global IT Security Services.

Company:
A US based real estate organization

Business Benefits

- **Single Point of Contact** – Faster response and simplified management working with one provider and one contract for services
- **Lower Operational Costs** – Increased automation and standardization of processes along with enhanced service delivery models resulted in cost savings
- **Higher Efficiencies from Consolidation** – Consolidated multiple service desk locations and implemented more efficient processes for ticket processing, call resolutions and reporting requirements. Proactive monitoring reduced number of incidents
- **Increased Productivity** – Zensar's best practices, proven delivery model, and best-in-class technology capabilities achieved higher uptime and faster resolution of issues resulting in greater productivity
- **Superior SLA Delivery and End User Satisfaction** – Customized delivery solution and integrated processes improved end user satisfaction levels to gain competitive advantage in the market

Top Benefits Achieved

