

Zensar Enables a Leading  
Energy Company in the UK to  
**Embrace  
Digital Innovation**

**Case study**



## Overview

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The customer is a UK-based, fully integrated oil and gas company with a strong presence across the value chain, both upstream and downstream.

## Foundation

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- Digital Workplace Services
- Digital Operations
- Digital Enterprise Security
- Digital Experience Management

## Challenges and Goals

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The customer wanted to climb the growth ladder consistently by leveraging available technological enhancements and were looking for a partner to chalk out a strategic technology roadmap for them.

**While striving to achieve their business goals, the customer had to face some major challenges:**

- Lack of tools to continuously monitor the end-user experience left the customer with several lost improvement opportunities
- They struggled with backlogs, which accumulated over a period of 6 months or more.
- The absence of a structured process framework led to over-spilling IT budgets
- Continuous support, even in non-business hours, was a big challenge

# Solution

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Zensar stepped in as a trusted IT partner and soon won the trust of the customer to collaborate on a broad range of services.

A strategy for efficient infrastructure management was carved from Zensar's Digital Foundation Services (DFS) Framework. Fundamental tenets of the solution included:

- Storage revamp-migration from legacy storage to NetApp2019
- Citrix revamp-redesign and implementation of a new Citrix farm for an enhanced experience
- Fortinet implementation for enhanced VPN services
- End-User Computing (EUC) Services- OS image deployment, Kiosk management, application packaging & virtualization
- Implementation and support of WAN (Internet & MPLS)
- ServiceNow integration with LitmusWorld for customer experience management
- ServiceNow implementation adapting ITIL Framework, the automated onboarding process for users
- O365 migration from legacy Exchange environment to Exchange Online
- 24x7 Service desk services
- Unified Communications: Cisco Teams, Webex, Jabber and Vodafone VOIP

# Impact

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- End-user **CSAT at par with industry**
- **100% visibility on user experience** with 86% satisfied users
- Significant **savings in OPEX**
- Helped close six months on incidents backlog and **achieved 80% monthly closure of incidents**
- Continuous **24x7 support**

# Key Highlights

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- O365 Migration, Unified Communications, Application Packaging & Virtualization, Exchange Online, Improved Infrastructure Management

To find out more about how Zensar's Digital Foundation Services can help support your business's digital initiatives, please contact us at [velocity@zensar.com](mailto:velocity@zensar.com)



# zensar

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