

Reliable partner to enable business transformation

Applications, once developed, need regular maintenance and support till their sunset, entailing a substantial recurring IT cost. Hence it becomes imperative for IT sponsors to look at avenues of TCO reduction while ensuring business continuity. Apart from having applications managed and supported by specialists with ITSM knowledge and cross functional skills, leveraging automation opportunities like DevOps, predictive analysis is essential for resource optimization. A focus on business value from an application as well as optimization opportunities could bring key change in IT operations to achieve effective consolidation and transformation.

SERVICE OFFERING



Consulting & Transformation Services



User Support



Technical Support



Application Support

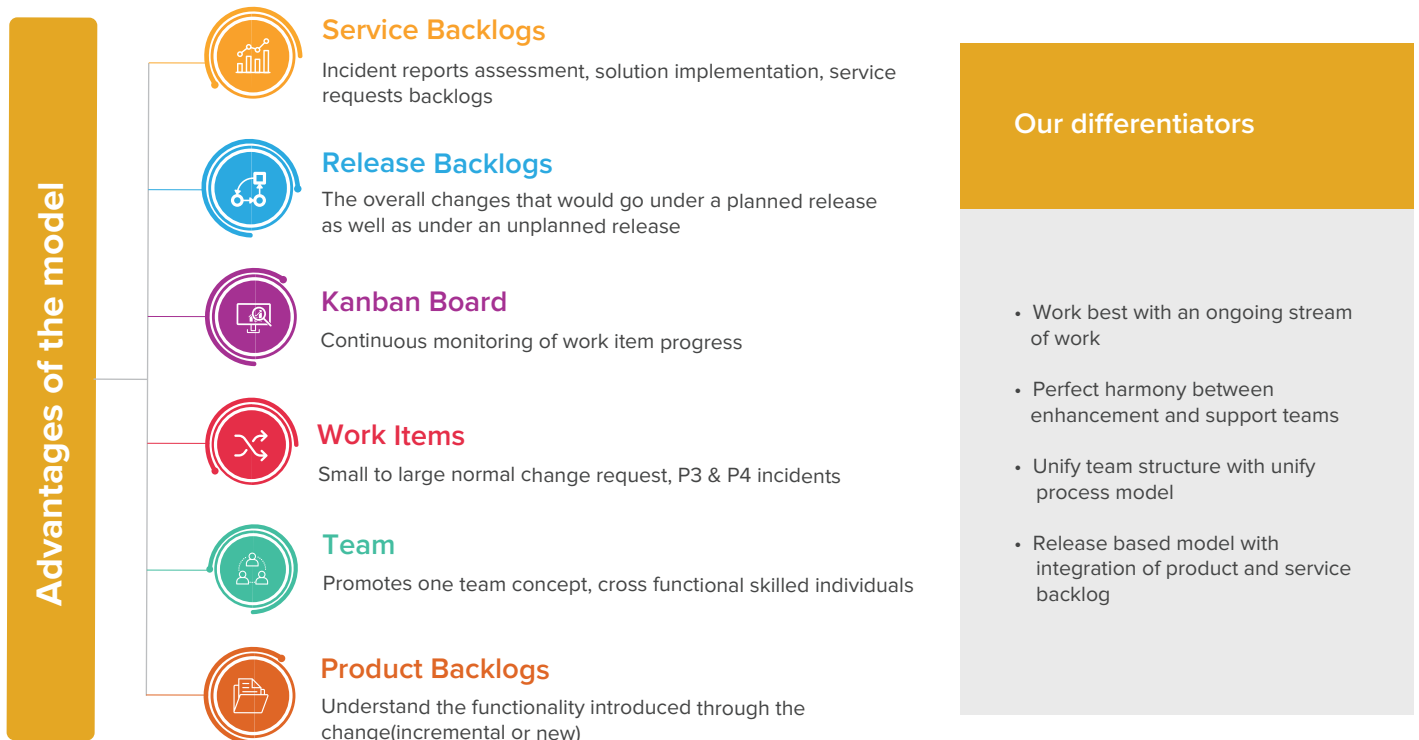


Cloud & Infrastructure Support



COTS Support

SCRUMBAN - BEST OF ITIL AND AGILE DELIVERY METHODOLOGY



MAJOR CLIENTS

Lufthansa
 ASSA ABLOY
 SIEMENS
 NETENT
 NYC
 blackbaud

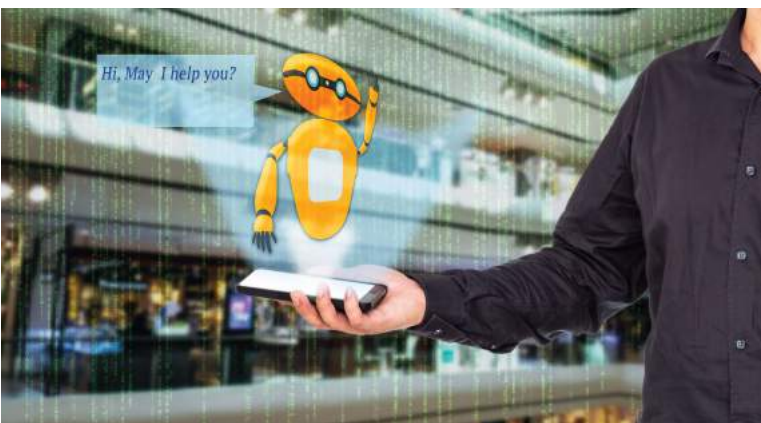


Helped achieve highest customer satisfaction score for our customer in gaming industry

For one of the global premier online gaming provider struggling with low customer satisfaction score that was impacting existing relationships as well as future sales, Nagarro established 24X7 support using ITIL framework. The solution delivered personalized support, proactive monitoring and maintenance for the client's wide variety of gaming applications, frameworks and infrastructure. Within a span of two years, the customer satisfaction has consistently increased to reach a high of 94%, thus adding to overall revenue.

End-to-end delivery, from consulting to application support, saving 25% TCO

For one of the largest pulp and paper producer in Central Europe, Nagarro established standard support processes, framework and ITSM tools. The challenges included non-traceability of user issues, missed priority issues & SLAs, increased turn-around time, no documentation and more. We helped revamp their support IT mechanism through exhaustive process assessment, process gap identification, ITIL framework-based process creation, process setup as well as ITSM tool assessment & implementation.



Successful Chatbot integration to reduce call volumes

For the world's largest lock solution provider, bringing newer products to the market at a faster pace was because of increased product support call volume from its customers which increased wait time. We created automated workflows for chatbot integration into the helpdesk to provide an alternate support channel. The solution effectively reduced calls to the helpdesk by 9% within 6 months of the launch, thus reducing the cost to operate. The engagement grew further to provide support at all levels and achieve cloud enablement across multiple divisions globally.

TCO reduction with improved user experience

For a leading provider of digital fundraising to non-profit organizations in US, we helped save more than 50% in Total Cost of Ownership (TCO) alongside improvement in service perception for the end user. The client was facing issues with frequent downtimes coupled with high maintenance cost of their applications. We provided process consulting and established process harmonization to bring consistency across all product portfolios. We consolidated technology landscape and rationalized the applications for a lean technology ecosystem.

