



## Supporting Client Success

# Alleviating production support issues with a centralized support model

*A multinational financial services firm turns to Solugenix to design a production support services solution*

## The Challenge

A multinational financial services firm turned to Solugenix to design a production support services solution to establish a single point of contact (SPOC) to address production issues better and reduce stress of associates. The existing decentralized support system created inconsistent deliverables and unavailability of 24x7 support. The SPOC would facilitate a more consistent support experience for the IT and user organization for better tracking and reporting of issues. Most importantly, the SPOC would assume responsibility and ownership of cross-functional team issues and outages.

## The Solution

To address these issues, the Solugenix team initiated centralized support for major applications through a 24x7 support model. The solution also included coordination of cross-functional team production problems. Additionally, cross-training across multiple related applications was conducted for support personnel. This would enable the systems analysts to expand their knowledge beyond a single application.

## Benefits

The client organization experienced several benefits as a result of the solutions implemented.

- Consistent support model for major applications
- Single point of contact for users and application teams improved overall user experience
- Ownership of production issues meant more accountability and better issue resolution
- Development of SME(s) with knowledge of the overall production environment as opposed to a single application
- Better support coverage due to the multi-application trained support personnel
- Centralized support meant enhanced efficiencies and productivity for end users

## Customer Profile

A major multinational financial services company

## Team

- 1 Relationship Manager
- 1 Project Manager
- 5 Business Analysts

## Solution

Solugenix implemented several solutions to alleviate issues within the client's production support services. The solution including the addition of a single point of contact to oversee, monitor and assume responsibility for production support tickets.

## Service Highlights

The solutions implemented by the Solugenix team created efficiencies that improved the user experience.



For more information on how Solugenix can help you advance service desk operations and improve customer experience, please give us a call today at **1-866-749-7658**, or email us at **info@solugenix.com** for more information.