

Infogain Manages Global IT Service Management Operations for Leading Event and Brand Experience Company

Infogain's solution leads to lower IT infrastructure costs, maturity of IT processes and optimized customer and employee experiences

Client Background

An industry leader for 90 years, our client is an event management company that increases audience engagement and drives business results with strategy, experience design, digital and audiovisual (AV) capabilities.

Business & Technical Challenges

During the past two years, Infogain has demonstrated and delivered strong process maturity with the maintenance of our client's core operations application. However, during this unprecedented time, they wanted to expand the existing engagement to include management of all IT applications and operations applications. Other business challenges included:

- ❶ Establishment of SLA based IT operations
- ❷ Streamlining IT sourcing strategy and cost optimization
- ❸ Gaining knowledge retention
- ❹ Transition to global delivery model to be better prepared for growth when business drives up

Infogain Approach

Infogain managed our client's IT operations under a global delivery model that included IT helpdesk, on-prem infrastructure, cloud infrastructure, information security and 62 applications. In addition, we provided digital innovation roadmaps to optimize customer and employee experiences. Program operations leveraged best practices in ITIL, Agile, DevSecOps, and Microsoft Azure Managed Services. Other solutions included streamlining service operations per ITIL processes, SLA based response and resolution; and providing cost flexibility and resource management on demand. Full scope of services included:

- ❶ **Business and Support Processes:** Study as-is process, problem realization, gap analysis, identify areas of improvement, define to-be process, prepare documents and sign-off.
- ❷ **Application support (L2):** Incident and problem management, error correction, create and maintain knowledge base, refresh and technical currency of COTS applications preventive maintenance, production control and scheduling, application administration and configuration, minor enhancements (enhancements limited to regulatory compliance requirements), application IT service continuity management.
- ❸ **Infrastructure support (L2):** Azure CloudOps, Infrastructure and Connectivity Ops, Infosec, Desktop Support.

Business impact delivered



Cost



Revenue



Speed-to-Value



Risk



Innovation

- 🔗 **Helpdesk support (L1):** Helpdesk management, event management, incident management, problem management, service request management, change management, configuration management, release and deployment management.
- 🔗 **Service Transition:** Transition planning, knowledge transfer, primary, secondary support and application health monitoring status, metrics and process guidelines.

Key Benefits

The client will receive these key benefits from the solution developed by Infogain:

- 🔗 Cost savings by outsourcing IT operations
- 🔗 Risk mitigation with infosec and adherence to regulatory requirements
- 🔗 Improvements in response and resolutions cycle time with SLA-based support
- 🔗 Business agility with global delivery model

Infogain Edge

Infogain helps travel companies become more agile, effective and profitable.

Why Infogain

Infogain brings the following strengths to each travel and hospitality engagement:

- 🔗 More than 15 years of experience serving industry leaders in the US, the UK and Europe
- 🔗 Dedicated Center of Excellence focused on next generation travel solutions, technologies and best practices
- 🔗 Ability to deploy globally and leverage low cost and agile delivery centers

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.