

# Enabling Seamless Retail Operations with 24x7 Managed IT Services

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**CUSTOMER SUCCESS STORY**

# ABOUT THE CLIENT

A leading and rapidly expanding retail chain in India, with a presence spanning over **600 locations** nationwide. Employing around **6,000 professionals** across its retail outlets and corporate offices, the company plays a pivotal role in the country's organized retail landscape, offering a broad range of consumer goods and services.



INDUSTRY:

**RETAIL**



# BUSINESS CHALLENGES



01

Needed reliable **first-level IT** support for data centers, networks, and servers across a widespread footprint.



02

Required a **scalable, high-availability** model to support operations at all retail locations.



03

Struggled to **monitor network** and application availability, critical for uninterrupted retail operations.



04

Lacked **real-time IT** performance insights, affecting timely, strategic decisions at the leadership level.



# SOLUTIONS OFFERED



Deployed a dedicated team of **six skilled IT Service Desk** professionals.



Enabled **time zone-aligned** support through dual operational hubs—**US Central** and **IMT India**.



Delivered support to over **2,500 users**, managing approximately **50 tickets** per day, including both technical and functional support.



Established a **centralized** service desk model with **daily/weekly performance dashboards** and **monthly review meetings** for continuous service quality assessment.

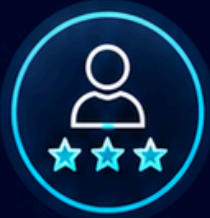
# BUSINESS IMPACT



01

## Increased

system uptime, minimizing downtime and boosting retail revenue through smoother operations.



02

## Enhanced

customer experience with faster billing and reduced wait times.



03

## Enabled

proactive service monitoring for better responsiveness and availability.



04

## Improved

issue resolution with faster turnaround times (TAT) for IT incident handling.



05

## Aided

strategic planning with timely, accurate insights for leadership decisions.

