



## Shift-Left Approach for Service Desk Helped World's Leading Integrated Energy Company Reduce Costs and Improve TAT

### ABOUT CUSTOMER

Our client is one of the world's leading integrated energy companies producing refined products such as gasoline, diesel, and jet fuel. They are also entrenched in alternative energy operations that include geothermal, solar, wind power, biofuel, fuel cell, and hydrogen sources. They are a century-old firm featuring on the Fortune 50.

### BUSINESS CHALLENGES

- Non-standard solutions/methodologies across multiple regional support groups
- Distributed/fragmented support for key modules of ARIBA/ERP application;
- Lack of a streamlined approach to version upgrade support
- High cycle with limited business hours support

### Our Approach

- Introduced Centralized Global Support backed by a newly-built knowledge repository with standardized solutions driven by ITIL best practices
- 24x5 multi-channel bi-lingual support driven by Response and Resolution Targets
- Provided a one-stop shop for Ariba and ERP integration user needs
- Up-skilled SMEs to partner with L1.5/L2 teams - enabling an enhanced resolution scope while contributing to MTTR reduction

## BUSINESS BENEFITS

- Shift-left strategies helped reduce cycle time reduction (MTTR) by 21 Hours
- Annual savings of \$47K owing to L2 effort reduction
- Improved productivity through standardization
- Proactive application interface monitoring by L1 to report failures saved 67.5 L2 hours per month
- High Priority Response Time delivered at 99% against target of 95%
- High Priority (24 Hrs On-time Resolution) achieved 84% against a 50% target



## OUR RELATIONSHIP

Our association is more than a decade old - we have provided application/integration support for their ERP platform to over 60,000 users globally. We are delivering user administration and access validation, catalog management, logistics monitoring, approval flow modification, push error resolution, contract updates, and eSourcing support.

---

### About Tech Mahindra Business Process Services

Tech Mahindra Business Process Services is the BPO or BPM arm of Tech Mahindra – a USD 4.6 billion company with 117,200+ professionals across 90 countries, helping over 885 global customers

including fortune 500 companies. Tech Mahindra is amongst the Forbes list of Fab 50 companies in Asia 2016 list & in India's Top 50 Super Companies of 2016.

Entering a new era of transformations, Tech Mahindra Business Process Services has re-focused energies towards 'Creating memorable digital experiences everyday' for customers.

We are part of the USD 19 billion Mahindra Group that employs more than 200,000 people across 100 countries. The Mahindra Group operates in key industries that drive economic growth, enjoying a leadership

position in tractors, utility vehicles, information technology, financial services and vacation ownership.

For more information about Tech Mahindra Business Process Services, connect with us at:

[bps.techmahindra.com](https://bps.techmahindra.com) | [bpsmarketing@TechMahindra.com](mailto:bpsmarketing@TechMahindra.com)