Case Study

(MSOC) – Remote Desktop Support and Management of Laptops

ACCEL **NORTH AMERICA**
ACCELERATE INNOVATION

BUSINESS REQUIREMENTS

The customer, a leading FMCG company wanted the IT support team who could take complete ownership of all the incidents relating to their sales force team's laptop.

Keeping this in mind, some of the key business challenges were -

- ✓ Sales force team has to travel a lot to meet the sales demands for various sites.
- ✓ In the event of any technical issue with the laptop, either software or hardware, it is of utmost importance for it to be resolved ASAP.
- ✓ Difficult to gain remote access to their laptop, as the representative is not rooted to a single point of contact at any given moment.
- ✓ Really difficult to get an appointment with the sales officer for resolving the issue as the officer are mostly mobile.
- ✓ Speedy resolution of the issue becomes almost impossible in such a scenario making it doubly difficult for the sales officers to achieve desired targets.
- ✓ Maintenance of laptops which are mobile and not restricted to a particular location at any given point of time is quite challenging.

OUR SOLUTIONS

AFL's solution includes a mix of technology, people and processes, in order to provide Remote Technical Support and Management for Sales Force Team Officers' laptops.

All the components were installed, setup and configured by AFL's team. AFL's team also manages the entire setup for the customer using the same.

Kaseya is the specific tool used by the team that enables them to take remote access of the trouble laptop irrespective of its location. Kaseya is the ultimate solution for automating recurring IT tasks. With Kaseya, AFL can offer extended service capabilities with better service delivery. And, with optional configurations, maximum scalability and multiple domain capabilities, AFL can experience the rewards of IT automation.

With Kaseya, it is possible to automate the following recurring IT tasks:
- ✓ Antivirus Update
- ✓ Backup
- ✓ Audit and Inventory
- ✓ Patch Management

In addition to this it is possible to perform following IT activities

Industry	
End users	
Team size	
Duration	

- ✓ Monitoring
- ✓ Policy Management
- ✓ Desktop Migration
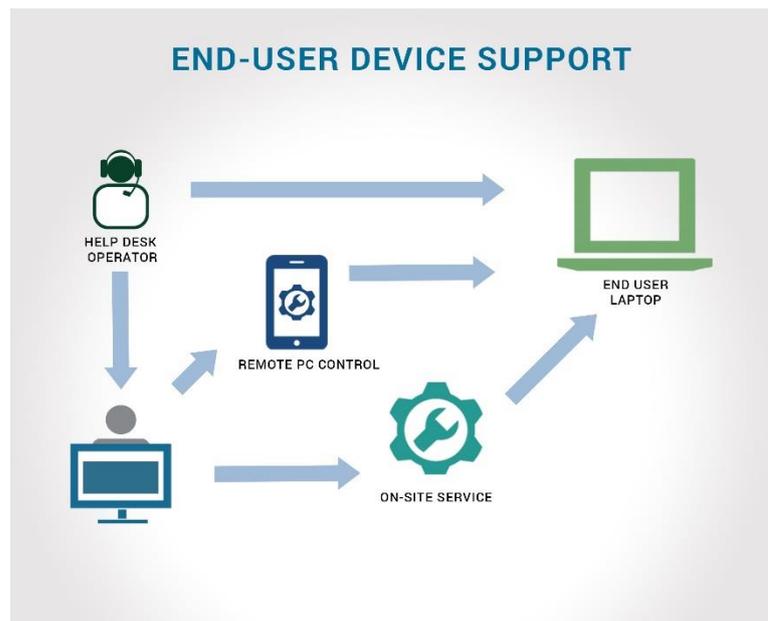- ✓ Remote Access of mobile clients due to multiple domain capabilities.

The remote access of client laptop to identify issues has been largely advantageous as it saves both time as well as leads to overall healthy customer satisfaction.

AFL's solution has included the following features and support:

- ✓ AFL is capable of resolving both software and hardware issues that is bound to happen to a laptop.
- ✓ In case of a software issue, AFL's MSOC team tries to fix it remotely.
- ✓ If the issue is a hardware one, which has arisen during the guarantee period, AFL's MSOC team will first identify the issue and then forward the issue to the IMS team.
- ✓ AFL's IMS team make sure that the issue is resolved and the SLA is met by the vendor.
- ✓ If the issue happens out of the guarantee period, the IMS team will send a technician on site to fix the problem.
- ✓ AFL also makes sure that periodic preventive maintenance is carried out for all the laptops.
- ✓ AFL also provides tool access privileges which allow the customer to track the status of trouble tickets.

AFL's Service Mix Included:
- ✓ Asset management
- ✓ Dedicated Technical Help Desk
- ✓ Trouble Ticketing
- ✓ Anti-Virus/Software Patch Management.

ARCHITECTURE

END-USER DEVICE SUPPORT

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TOOLS & TECHNOLOGIES

Kaseya Tool, IT 360 (Manage Engine – Service desk Plus), ITIL compliant process framework.

BENEFITS

- ✓ Reduced resolution time as the issue identification is done remotely rather than sending an onsite technician to identify the issue.
- ✓ Maximum First Time Resolution for almost all issues.
- ✓ Takes ownership of issues relating to laptops.
- ✓ Vendor coordination in case of hardware issues. Proper vendor management results in speedy response from their part.
- ✓ Speedy resolution results in a more efficient functioning of the sales team.
- ✓ Reduced cost of ownership, as the entire service set (of technology & people) was provided on a fully "managed model".
- ✓ Updated asset management.