

BUSINESS REQUIREMENTS

The customer, a leading FMCG company in India , wanted remote IT support with a vendor who could take complete ownership of all the incidents relating to their sales force team’s laptop. Maintenance of laptops which are mobile and not restricted to a particular location at any given point of time is quite challenging.

Our Solution

- Our 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.

Technology Stack



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

Benefits

