



ASTEC



**FINANCE
SECTOR**

Challenge

- ▶ Existing provider's service levels were inconsistent, and not responsive enough. This resulted in office downtime, and further issues related to their IT Infrastructure

Journey

- ▶ Agreed and implemented SLAs' (Service Level Agreements) to ensure that the client's requirements were met.
- ▶ Enabled effective proactive monitoring and ongoing management.
- ▶ Assigned a dedicated IT Manager to work on Business as Usual (BAU) tasks and manage expectations through effective communication and transparency.

Outcome

- ▶ Astec developed a bespoke The 'White Glove' programme is our internal process to deliver outstanding service that achieved all of our client's IT requirements and objectives. The whole glove program is our internal process of delivering outstanding service.
- ▶ 24/7 Proactive monitoring of our clients IT systems
- ▶ Increased response and resolution times for client issues
- ▶ A more personal approach to working on day to day IT issues
- ▶ Improved customer satisfaction levels
- ▶ Business productivity increased due to increase system uptime