

Success Story

Oracle Help Desk Support for FMCG Company in India

About the Client: The client is one of the largest FMCG companies worldwide and has a large presence in India in the manufacturing of healthcare and personal care products. They ran applications like White Light and Eureka which were developed on Oracle Technology platform. The client's worldwide office used these solutions and one common Help Desk was required to support the offices in UK, Hong Kong, Singapore, Pakistan, Australia, India and so on. The Help Desk was required to be operational 24 x 7 in order to support these different time zones.

Challenges:

- The applications required a team be trained before a Help Desk could be setup.
- The client wanted Help Desk in Bangalore whereas the core support team was in Pune. This meant keeping two teams – one onsite at client premises in Bangalore and the other in Pune to provide the critical support to the onsite teams when the problems required escalation to more senior consultants.
- The team had to be informed by SMS to the mobile at late nights and early mornings when problems occurred.
- A commitment of 97% uptime and 8 hours response time/ 72 hour resolution time was required as part of the SLA. This meant the offshore consultants in Pune also had to be available and accessible at any time of the day.

Solution:

- The entire team was trained on White Light and Eureka before the start of the Help Desk.
- A team of 4 consultants was placed onsite in Bangalore which provided 24 x 7 support to all global offices.
- A Trouble Ticket was generated when the call was logged in at the customer's call desk and the call was routed to the available consultant on duty.
- When the consultant was not available he received an SMS informing him of the call and the priority based on which the call was attended.
- When the onsite team was unable to resolve the issue, the offshore team of more than 30 senior consultants was available to help with the resolution.
- The performance was regularly measured and the customer was updated on the team performance against the agreed SLAs on a quarterly basis.

Result: The team consistently performed at more than 98% uptime and within the agreed levels of Response Time and Resolution Time. The client was updated from time to time on the same and this resulted in the customer renewing the Help Desk contract for successive years.