



Overview

GAVS Technologies (GAVS) is a global IT services & solutions provider for customers across multiple industry verticals. GAVS offers services and solutions aligned with strategic technology trends to enable enterprises to take advantage of futuristic technologies like Cloud, IoT, Managed Infrastructure Services, and Security services.

Benefits

- Increased customer satisfaction index
- Improved First Call Resolution (FCR) percentage
- Ensured SLA adherence of 99.9%
- Accelerated transition leveraging GAVS' time tested methodologies and project management expertise
- Reduced ticket response time to under 15 minutes
- Improved availability through proactive monitoring

For more information on how GAVS can help solve your business problems, write to inquiry@gavstech.com



Global Leader in Power Conversion Improves Availability and Reduces Cost with IT Customer Solutions Center

Background

A global leader in innovative power and control technologies supporting high-growth, precision power conversion solutions.

The Need

- Implement 24 x 7 service desk and monitoring of the IT infrastructure
- Facilitate faster response time and improve service levels
- Ensure high end-user satisfaction for VIP and non-VIP user communities
- Deploy industry best practices and increase operational efficiencies

GAVS' Solution

- Implemented 24 x 7 monitoring of critical devices and global infrastructure
- Established service desk to support IT operations across 17 locations - US, Canada, China, Germany, South Korea, Singapore, Taiwan and Japan (support in English only) through a co-shore model
- Fixed 90% of issues on the first contact point without being re-assigned
- Deployed tier 1 service desk support, infrastructure monitoring and desk side support
- Provisioned effective resolution of VIP tickets by employing local employees
- Ensured SLA driven engagement covering weekly reports for service desk and monitoring