

# Streamlined operations and increased efficiency for a fast-growing technology service provider

## The Challenge

Through growth and acquisitions, a technology managed service provider has rapidly expanded their customer base and product offerings in recent years. There was a need to improve the customer experience for all clients and drive more efficient processes across internal teams to ensure continued growth. Multiple tools were supporting different parts of the business with no consistency in processes or tool implementation. This led to incompatibilities in management and operational reporting and the delivery methodology for different services.

## The Solution

- Accelerated 10-week programme to design and deliver core ITSM suite as well as Field Service management to meet aggressive internal project timelines
- Delivery based on Unifii's best practise process documentation and platform base builds. This allowed the client to focus on what makes them special instead of documenting requirements common to all implementation projects
- Structured workshops focused on 1 day a week for all SME's to ensure maximum participation with minimum ongoing disruption to the business

## The Benefits

- Integrating multiple business units into a unified Service Management platform has allowed for more efficient processes, better ticket management and a single source of truth for client contact
- Significant reduction in management reporting production lead time, more efficient operational reporting and better visibility on service level performance ensuring a reduction in SLA breaches by 4% in the first 8 weeks

“

*The implementation of new services was crucial to our financial and technical growth. It has provided us and our customers with a modern, intuitive and helpful portal with the ability to choose catalogued services that we provide.*

*Working with Unifii has enabled us to better align our business processes to ITIL methodology. Unifii were amazing throughout the implementation. Proactively assisting us at every step through to completion.*

MARK PRIOR – BRAVURA SOLUTIONS

”