

A leading U.S. deep-discount retailer streamlines IT services and resolves issues faster with hosted service management tool

*“Cloud Plus is being used by the IT department in our company for approximately 8 months, it is a ITIL compliant and versatile ITSM. **Cloud Plus is a TCS in-house development, which has been a strong advantage for us.** We have had Cloud Plus tool customized so that it could fit in our current processes, instead of customizing our processes to fit there tool. Cloud Plus Service Manager consists out of several modules, Problem Ticketing, Service Request, Change Request etc. We have been using all these modules to our satisfaction.”*

Hans Eichbaum,
Regional IT Manager, Irdeto

Abstract

A deep-discount retailer in the U.S. wanted to implement a responsive service desk management tool that fostered proactive and timely decision making, in line with its goal of attracting value-conscious consumers. The company partnered with Tata Consultancy Services (TCS) to migrate its on-premise service desk to an ITIL-based hosted environment. The engagement led to flexible, yet stable, IT service delivery and management, with a significantly lower total cost of ownership.

About the Client

Headquartered in the U.S., the company is a leading deep-discount retailer with over 300 outlets across four states in the country. The extreme-value grocer carries a broad range of quality products, including daily household items, fresh produce, and seasonal and party merchandise.

Business Challenge

To achieve its goal of becoming the most preferred full-service shopping destination for value-conscious consumers, the retailer realized the need to continuously lower operational costs and enhance productivity. This, in turn, called for timely decision making, in terms of effective lifecycle management of incidents and service requests across the organization.

However, the company's third-party service desk management tool, implemented on premise for more than 2,000 enterprise users, could not efficiently handle the soaring volume of service requests. Minimal adoption of ITIL best practices meant that support processes were unstructured and reactive, which had an adverse impact on operations across different retail outlets in diverse geographies.

To address these challenges, the retailer partnered with TCS to implement an IT Service Management (ITSM) tool that would facilitate standard service desk management processes in a robust and consistent manner.

Client

A leading U.S. deep-discount retailer

Industry

Retail

Offering

Standardization of IT services using TCS Cloud Plus



TCS' Solution

In order to enable the retailer to optimize operational performance through higher incident resolution rates and reduced downtime, TCS designed and deployed a customized IT service management framework.

The mechanism for logging and resolving tickets was streamlined through adoption of ITIL compliant processes like incident management, problem management, change management, and knowledge management. TCS Cloud Plus Service Manager facilitated standardization of the ticket lifecycle. It also allowed for the creation of tickets from emails, ensuring that every user concern was recorded.

In accordance with ITIL guidelines, TCS set up an 'Integrated Knowledge Base' to provide knowledge-centered support based on its extensive IT services experience, and routed tickets through the proper hierarchy. This reduced the turnaround time for ticket resolution, and led to timely delivery of quality service across the retailer's outlets.

Results

By partnering with TCS, the retailer institutionalized a flexible, yet stable IT service delivery and management system with a significantly lower total cost of ownership (TCO). The ready-to-use solution entailed minimal deployment effort, meaning that the Cloud Plus Service Manager reduced the firm's overheads for maintaining an on-premise application. 2,000 users are served through this solution.

The ITIL guidelines helped the company standardize and improve processes, and enhance the transparency of its service desk. Users were able to track their requests, and generate customized reports in real time. Process uniformity led to a reduction in the turnaround time for ticket resolution, thereby boosting organizational productivity and agility. Thanks to TCS' rigorous compliance with the terms of the service level agreement (SLA), more than 30,000 tickets were resolved in a period of 10 months.

By making its IT support processes structured and proactive, the firm has realized its goal of fostering timely decision making through effective lifecycle management of incidents and service requests. Consequently, organizational responsiveness has improved considerably, thus enhancing the retailer's competitive edge.

About TCS Cloud Plus

TCS has over four decades of extensive experience in delivering support and maintenance engagements across industries worldwide. Drawing on this rich experience, TCS has designed and developed a suite of enterprise IT Service Management (ITSM) solutions that facilitate utilization of best practices through predefined ITIL process templates. Our clients have achieved improved governance, process efficiency, and quality compliance, and can effectively manage knowledge retention and transition.

These solutions integrate key processes across IT Operations and Service Management, providing granular visibility into IT Service Management, and thereby enabling enterprise IT functions to easily demonstrate their value to the business. The solutions draw upon TCS' extensive experience in managing enterprise-wide services desks for clients across industries with varied technology landscapes. The combined expertise of our industry-trained consultants and our Centers of Excellence has been distilled into a Service Management suite that helps clients achieve their business and ITSM goals.

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About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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