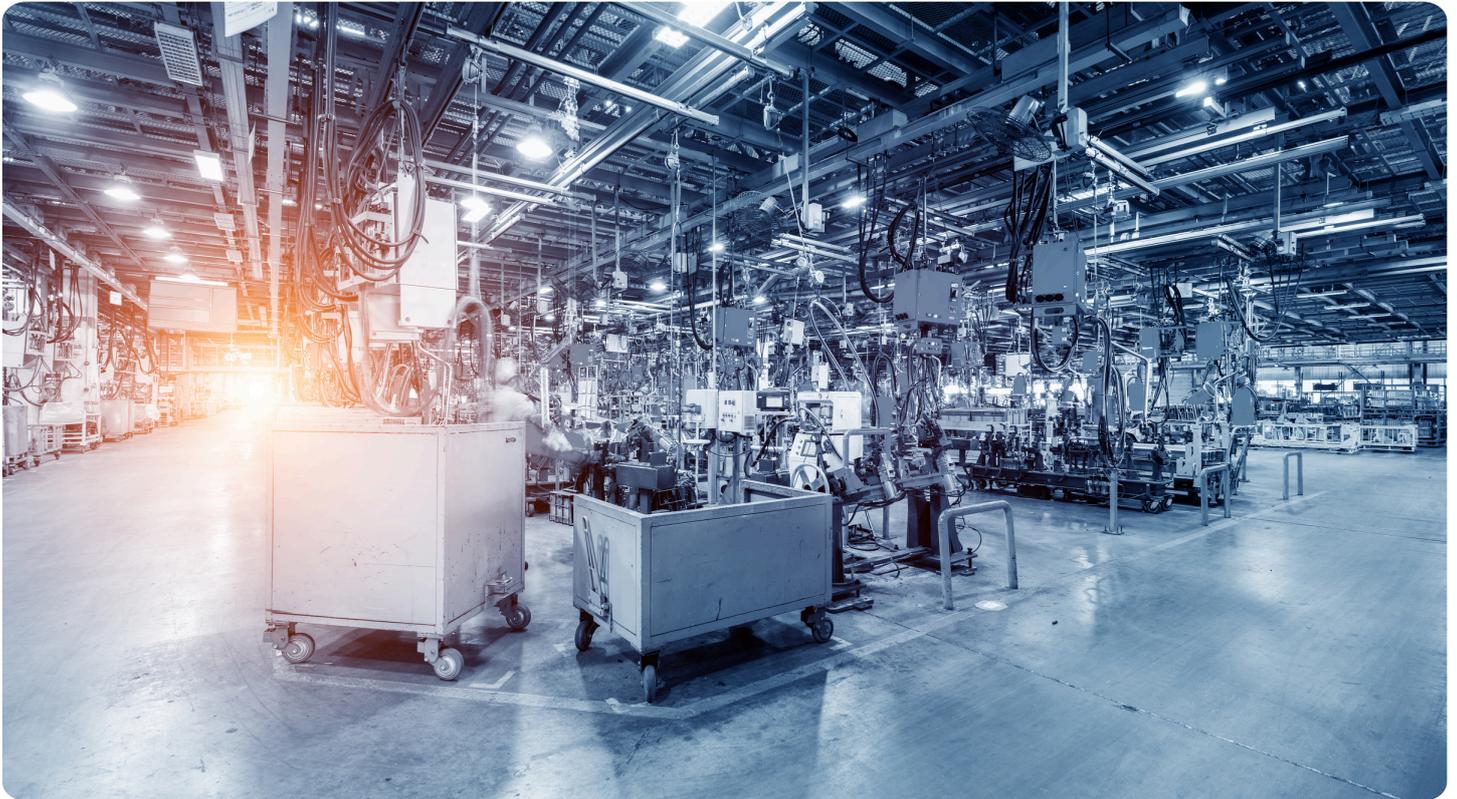




AHANA OPTIMIZES IT  
INFRASTRUCTURE FOR  
LEADING STEEL  
MANUFACTURER, ACHIEVING  
99.9% SLA ADHERENCE AND  
HIGH-QUALITY TICKET  
HANDLING



A leading Steel Manufacturer uses Ahana to set up and manage its IT Infrastructure (Servers, Storage, Security and Network) and End User Support services resulting in significant process and cost optimization as well as enhanced customer experience.

Our Client which is a joint venture between two major steel manufacturing giants, partnered with us to successfully transition from its earlier legacy IT partner to modernize and manage its entire IT Infrastructure and Support Services setup across PAN India.

### **Client Profile:**

Our Client is an integrated flat carbon steel manufacturer - from iron ore to ready-to-market products – with an achievable crude steel capacity of 9 million tons per annum (MTPA). Its manufacturing facilities comprise iron making, steel making and downstream facilities spread across India. Before its reincarnation as a JV company, the company's IT was managed by the erstwhile group company. The new management wanted a smooth transition from the incumbent IT partner, streamline IT and their end user support services.

### **Challenges:**

The challenges faced by our client in relation to IT were mostly related to lack of modern Infra and processes related to end user management.

The company needed to

- Seamlessly transition its IT processes from the incumbent IT partner.
- Upgrade its legacy IT Infra Architecture which consisted of many EOL Hardware and EOL OS.
- Versions Setup a of 24/7 online ticketing system and help desk to manage customer complaints.
- Create processes to manage end user support efficiently.

## Building the right Infra and creating the process:

Our Client was looking for a partner to take care of the above challenges and to completely upgrade and modernize its IT Infra. The partner needed to set up an entirely new IT Operations Team, create an SLA based service desk that could be supported 24/7.

Ahana, an IT services and solutions company that has provided infrastructure management and support services to more than 100+ clients across various business domains over the last decade, stepped forward to take on the challenges set up by the company.

The team at Ahana ensured that the transition from the incumbent partner for all IT related infra initiatives were done without any friction. Ahana continues to modernize the IT Infra and manage it in its entirety.

The team also set up a 24/7 Service Desk, an online ticketing portal, an IT Support Team based at 10+ locations in India and support multiple more locations remotely to streamline and manage the company's IT Infra and end user support services within defined SLAs.

"Our team has helped client manage their legacy issues effectively. Ongoing modernization of their IT Infra has ensured that the organization has a more robust IT platform. Our end user support services have ensured that the team now works productively and serves its customers more efficiently driving a higher customer satisfaction." says Vivek Hegde, Founder Director & CEO, Ahana Systems & Solutions

## Results:

Ahana has improved the efficiency of customer support and customer complaint management and continues to modernize Client's IT Infra.

- **Managed over 4,500 tickets per month without major escalations.**
- **Achieved 99.9% SLA adherence through optimized IT infrastructure.**
- **Improved ticket handling quality in accordance with the ITIL framework.**
- **Achieved notable resource and cost optimization through streamlined IT processes.**
- **Increased customer satisfaction, with a noticeable rise in the satisfaction index and reduced escalations.**

## About Ahana Systems and Solutions:

Ahana Systems & Solutions is a leading IT Infrastructure Management Services and Digital Transformation company based in Bengaluru, India. Our expertise extends to a wide range of solutions, including Cloud, RPA, DB & EDW, BI & Analytics, and Application Development. Our 100+ roster of clients relies on us for our deep domain expertise, skilled resource base, and proven partnership with the best technology providers.

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