

Application Support Services

Scale and Support Critical Business Applications



Empowering Digital Workplaces

In today's world, a customer is connected with the brand more than ever. It has become imperative for consumer brands to be responsive and deliver anytime-anywhere services. A high-performance technology infrastructure with robust backend support can enable them to meet these dynamic business needs and ensure smooth operations.

To implement and manage a responsive, scalable, and high performance technology infrastructure, it is critical to have an application support team that can operate in 24/7 environment, is agile and can withstand all crisis.

IGT Solutions IT Helpdesk leverages industry best practices and rich domain expertise to provide best-in-class Application Support Services essential for a digital workplace. A multi-tiered troubleshooting approach supported by domain-led technical knowledge helps in faster issue resolution, positively influencing user experience and creating operational efficiencies.



Flexible Service to Meet Your Needs

End User Support: Incident Management, Access Management, Service Request Management, L1, L2 Support, Support for Multi-Channel Engagement

Application Support: Configuration Issues, Troubleshooting, Software Installations, Case Management, Quality Assurance

Transition Services: Change Management, Service Readiness and Improvement, Service Prioritization Based on Business Needs

80%
First Call
Resolution
Rate

Less
Than 3%
Abandonment
Rate

Ticket
Management
System for Request
Prioritization

Benefits:

- Improved Total Cost of Ownership (TCO) by cross utilization of resources across LOBs.
- Enterprise grade ticket management system for request prioritization and management.
- Knowledge Management platform for reduced downtime and faster issue resolution.
- Detailed level reports for end user IT analytics.

Why IGT Solutions?

- Committed to simplify complex customer interactions while delivering a seamless experience, IGT provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 20 years.
- Managing highly differentiated customer experience for 75+ marquee brands globally.
- Employs more than 13,500 customer experience and technology specialists in 5 continents, has 19 state-of-the-art delivery centers, and worldwide operational presence.



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