



How an IT Enterprise Reduced Issue Resolution Time by 35% Across Support Operations

CLIENT PROFILE

Industry: IT & ITES

Size: Large IT enterprise with multiple departments and centralized support operations

Location: Headquarters in Bengaluru, India with teams across multiple office locations

CHALLENGE

The IT enterprise faced significant challenges in managing internal support requests across departments and teams. The absence of a centralized helpdesk system led to disorganized ticket tracking, delayed issue assignment, and limited visibility into service requests. These inefficiencies caused slower resolution, disrupted daily workflows, and reduced control over support operations across locations. The lack of structured ticket management further limited operational accuracy, highlighting the need for a more streamlined solution to improve support efficiency and response time.

HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS

SOLUTION

Asset Infinity provided a unified helpdesk platform that streamlined ticket tracking, improved issue visibility, and enhanced support coordination across departments and teams.



SUMMARY OF MEASURABLE BENEFITS

- **Faster Resolution:** Reduced issue resolution time by 35%, improving support responsiveness across business operations.
- **Ticket Visibility:** Increased ticket visibility with centralized tracking across departments and support teams.
- **Better Assignment:** Improved issue assignment with structured workflows and better ticket-level visibility.
- **Support Control:** Strengthened control over service requests, escalations, and daily support operations.
- **Operational Efficiency:** Enhanced support operations by reducing delays and repetitive follow-up efforts.
- **Team Productivity:** Improved staff productivity by enabling faster and more organized issue resolution.



IMPLEMENTATION PROCESS

- **Initial Assessment:** Conducted a deep-dive review of existing support practices to identify process gaps and inefficiencies.
- **System Integration:** Connected Asset Infinity with internal operations to unify ticket tracking and issue visibility.
- **Data Migration:** Shifted legacy support records into Asset Infinity for accurate and centralized ticket management.
- **Workflow Setup:** Configured ticket categories, routing rules, and department-wise workflows for each support function.
- **Training:** Delivered hands-on training sessions for support and departmental teams to ensure platform readiness.
- **Ongoing Support:** Established a support plan with system reviews, monitoring, and process improvement recommendations.

CONCLUSION

With Asset Infinity, the IT enterprise successfully improved ticket visibility, support coordination, and issue resolution speed across operations. The unified system not only reduced response delays but also enhanced control over service requests across departments and teams. The successful deployment of Asset Infinity reaffirmed the organization's focus on operational efficiency and service responsiveness. This transformation highlights Asset Infinity's capability to meet the helpdesk needs of enterprise IT businesses, offering visibility, control, and measurable performance gains.