

IT INFRASTRUCTURE MANAGEMENT FOR A LARGE **FOOD CHAIN** OF STORES IN INDIA



SUCCESS STORY

ENGAGEMENT:

Strategic IT partner

INDUSTRY:

Retail

OFFERING:

IT Support and
Management of Stores

BUSINESS CHALLENGE

Management of IT Infrastructure at more than 400 Food Chain Stores spread across India including difficult terrain of East and North East of India. The requirement was of resolving all the Point of Sale Machine Incidents and Servers installed at each store in 4 Hours including comprehensive support of all the machines.

Our Solution

- Centralized Service Desk at Corporate Office for all locations
- Planned the Capacity of the Field Engineer to provide resolution within Four Hours
- Mapped set of stores with Field Engineers to provide dedicated and uninterrupted support
- Proactive Maintenance of all the stores on Monthly Basis
- Daily Monitoring of SLA being delivered
- Special checks and preparation before the High Sale Days
- Increased Capacity of the Field Engineers during High Sale Days

Business Impact

- Delivered more than 95% SLA at all the stores
- High Availability of Point of Sale reduced Business loss
- Uniform Customer experience at all locations



ABOUT PROGRESSIVE INFOTECH

Trusted IT partner since 1998, Progressive Infotech provides comprehensive suite of transformation and support services. The offerings span across cloud, digital and support operations, delivered through a matured and scalable service delivery model. In every client engagement, Progressive ensures clients realize higher ROI, stretch the intrinsic value of existing IT investments and are better prepared for emergent market changes.

Progressive Infotech is consistently featured as a “mature vendor for IT Outsourcing” in the Gartner hype cycle report for ICT in India for last few years.

Experience the outcomes at www.progressive.in
For more information contact us at info@progressive.in