

Enhancing Productivity with Syntel's Production Support Services

BUSINESS GOALS

- Permanently fix recurring issues
- Enhance productivity
- Reduce ticket inventory
- Prioritize tasks for teams

A leading health insurance company was facing issues resolving a large number of tickets stemming from recurring issues. The client decided to make a significant effort to fix these errors, so Syntel deployed a team of Kanban and Production Support and Maintenance (PSM) experts to quickly and permanently fix them. In doing so, we not only reduced the ticket count, but also managed to automate a number of time-consuming manual activities.



BUSINESS BENEFITS

30% reduction in ticket inventory in the first year

Reports and processes were automated by implementing Kanban methodology

2,500+ hours per month of effort delivered for preventive and Lean projects in Kanban

More than 100 permanent fixes were moved into production, enhancing productivity

CHALLENGES

- Productivity loss arising from high-inflow of tickets count
- New applications, processes lead to increase in ticket inventory
- Lack of focus on permanent fixes for recurring issues
- On-call activities and maintenance had to work on fixing issues

SYNTEL'S SOLUTION

It was important to fix recurring issues permanently to reduce ticket inventory and meet SLAs for all deliverables. Because this was a Production Support and Maintenance project, it involved work on tickets, on-call activities and maintenance.

The PSM team was divided into Kanban and support teams. The Kanban team was assigned to work on preventive maintenance and Lean tasks, while the support team focused on incidents, on-call deliverables, ad hoc requests and the like.

Syntel implemented Cause Code analysis to get a clear picture of the recurring issues and enable faster fixes. The solution also included automating manual tasks to enhance productivity. Impact analysis, system integration testing and estimation were all thoroughly documented in order to enable continuous improvement.

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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