

## 40% Improvement in Uptime for a Retailer

### BUSINESS GOALS

The client is world's largest music instrument retailer with multichannel operations in 256+ stores across the U.S. with revenues of \$2.6 Billion. They wanted a solution to overcome the following challenges:

- No defined process to execute in the event of major alerts
- Lack of round-the-clock support for NOC monitoring of critical systems
- Inefficient holiday and peak-time support
- Absence of escalation matrix in event of major alerts



### BUSINESS BENEFITS

40% improvement in uptime with efficient support for network management

24x7 coverage helped improve monitoring of critical applications

### SYNTEL'S SOLUTION

- Proactive monitoring methods to streamline major alert handling, based on ITIL framework
- Utilization of onsite-offshore model to get 24x7 coverage of NOC support
- Defined SLA based escalation matrix for all enterprise applications

#### 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.