

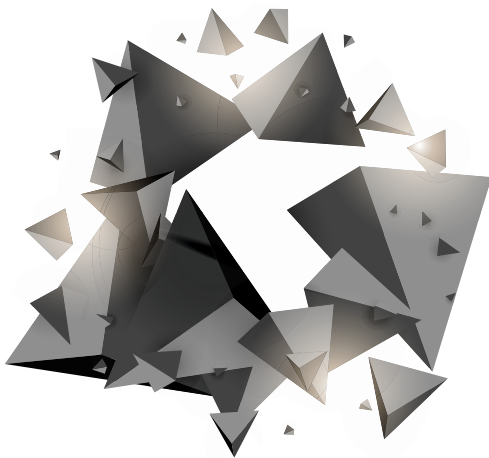
Offshoring L1 and L2 services: To improve operational efficiency.



*"Your team is doing an awesome job.
Let's keep building. Thank you."*

- Scott Shafer, CEO, Absolute Performance, Inc.

CLIENT



Company	: Absolute Performance, INC.
Area of application	: Managed Services
Industry	: Information Technology
No of clients	: 24
No of devices	: 20,000
Registered office	: Colorado, US
Project scope	: Worldwide



High demand for providing L1 and L2 support and meeting SLAs.

On shore support team stretched to the limits to meet deadlines.

Heavy workload in basic operations.



To improve operational efficiency with reduced cost.

To meet the SLA set by customers.

To provide best customer experience.

To create a more scalable operational model.



Offshoring L1 and L2 support with reduced cost.

Remote monitoring-24/7 and support services with a dedicated team of engineers.

Prioritizing the problems and call escalation to L3 resources.

Tracking SLA.

Reducing downtime with both effort and time optimization.

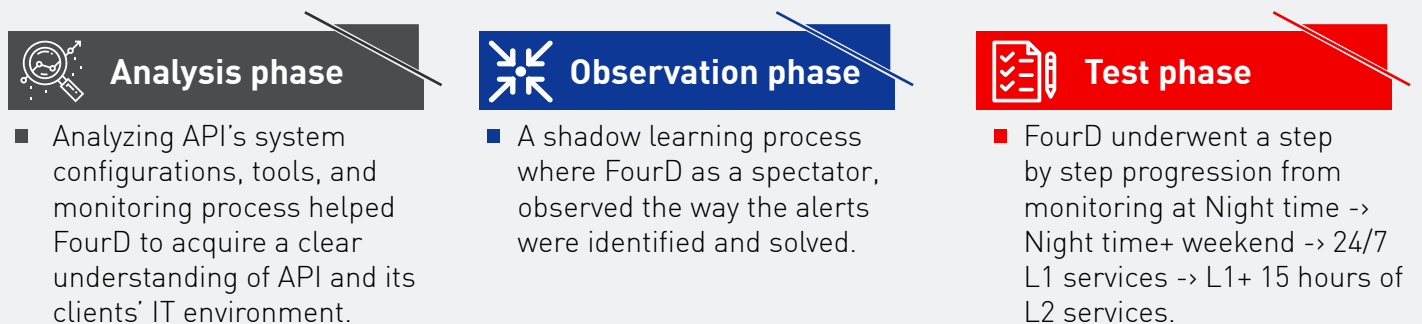
WHY FOURTH DIMENSION ?

With more than twenty five years of experience in the field of IT infrastructure, Fourth Dimension provides managed services exclusively for MSPs.

- 150+ Domain specialists and a skilled team.
- Deep technical insights.
- Experienced in providing managed services.
- Well versed in providing infrastructure design, implementation and networking services.
- Trusted by top-notch organizations.

ONBOARDING PROCESS

FourD underwent an onboarding process for a period of three months. The onboarding process was carried out over the following three important phases to learn and customize the services appropriate to the client.



During the test phase, API critically analyzed and evaluated the services of FourD. Satisfied with the services, API migrated their L1 and L2 services to FourD.

THE SOLUTION

FourD provides proactive monitoring service in Windows, Linux and AIX environments for API's clients. Through Virtual Private Network (VPN), FourD accesses the client systems. The offshore team of FourD identifies the alerts and addresses the underlying problems. Both the L1 and L2 support teams are well aligned so that all issues get resolved promptly. The FourD team works according to the SOP compiled by the client. In case of any major incident, the team will alert L3 resources in US, who will then take up the issue. FourD handled and closed around 99.9% of alerts.

Owing to their partnership with FourD, API has been able to provide streamlined support services to their clients and focus more on their core business.

LOOKING AHEAD

API is recognized for its technology leadership by IBM and as a best-in-class company by CIO Review magazine in the field of Managed Services.

API and FourD have been working together for more than three years. When David Ferguson, COO (API) talks about FourD, he says "Thank you for the continued support. It is a credit to the strong services being delivered by you and your team that our relationship continues to grow. Let's keep it going!"