

[TECHNOSSUS]

Streamlining Infrastructure and Cloud Operations to Accelerate Service Speed

A leading financial services client in Orange County wanted to significantly reduce ticket service duration.



The Goal

Optimize the service request ticketing platform to capture detailed customer requirements and reduce ticket service duration.



The Challenge

The client wanted to streamline resolving customer request tickets for provisioning of cloud infrastructure, environment, and resources to reduce the service duration of each request ticket.



The Solution

- The Technossus team assessed the current and intended state on the scale of *people, process and technology*, by collaborating with client stakeholders such as department's customers, cloud engineering, AWS and Azure product teams, enterprise identity management, InfoSec, networking & firewall and the security team.
- The team then worked with customer teams to synthesize requirements, updated the service request ticketing platform. with ticket routing and priority.
- The team discovered the need for DevOps and ITIL training to client service teams, identified candidates for Azure resource automation, and built CI/CD pipelines.
- During the final phase, Technossus will monitor the effectiveness of the actions, then update recommendations.



The Result

Technossus' implementation of organization, process, and technology recommendations enabled the client to be on track to reduce the service duration of each request ticket from weeks to less than 48 hours.