

# Virtusa leveraged its Global Delivery Model to deliver round the clock support for a leading Health Insurer

## Challenges

- Development and production support work performed by the same team(s)
- No clear segregation of L1/L2/L3 PS & BS activities and high dependency on existing FTEs
- Consolidation of 70+ applications, support staff dedicated to a specific portfolio
- Multiple tools for tracking tickets, problems, changes, requests.
- Multiple Vendors & Inconsistent SLAs, No clear process in place
- Non availability of metrics at engagement level

## Solution

- 24\*7 with "Follow-the-Sun" support model
- Multilevel Support structure to ensure immediate service
- Leveraged ServiceNow for Incident, Problem, Service Requests, Change management
- Created Runbooks and Built KEDB
- ITIL based SLA driven management
- App monitoring & health checks
- Proactive sniff for exceptions & errors
- Executive Steering Committee dashboards and drill-down dashboards for metrics & analysis

## Value delivered

- Competency based L2/L3 support enabled timely support and increased focus on value-add activities.
- 38% reduction in incidents over 7 months due to robust Problem Management process
- Consistently achieved over 99.99% system availability ensuring almost zero downtime of client's operations.
- 20% increase in productivity
- 85% first call resolution with KEDB
- 100% data availability, with timely batch job execution.