

## SUCCESS STORY >

### HI-TECH DEVELOPERS

#### THE RESULTS >

*A rapidly growing Hi-Tech development organization was seeking to outsource the majority of its IT operations due to its acquisition by a new parent company. An innovative partner was required to help build IT processes and operations from the ground up. Our solution was a combination of IT managed services including our 24x7x365, ITIL-based fully managed Service Desk utilizing Bell Techlogix ITSM platform.*

- **Smooth and structured transition process**
- Secured a partner to provide high quality support to global end users including a large remote workforce
- Bell Techlogix created and maintains client's knowledge base
- Secured a partner that can bring process improvement, innovation and transformative solutions
- Highly flexible partner

#### CLIENT PROFILE >

- Client is a category-leading marketing operations platform that frees CMOs and their teams to focus on smarter marketing. Their comprehensive suite improves time-to-market and maximizes a company's marketing investment to drive revenue
- Client is a global company with offices across the US, Europe and Asia and aggressive growth plans to continue to expand

#### CHALLENGE >

- Client was acquired in 2016 with a need to build their end-user support, infrastructure management, and IT Lifecycle service processes and practices from the ground up
- Seeking to outsource the majority of IT operations
- In need of a partner that could bring process improvement, innovation, and transformative solutions
- In need of a partner to keep up with their growth while providing high quality support to their global digital workplace

#### SOLUTION >

- ITIL based fully managed 24x7x365 Service Desk supporting the global end-user community, including training and materials for ITSM system upon transition
- 24x7x365 Infrastructure Monitoring and Management for locations across the globe from Bell Techlogix's Global Command center
- Procurement, Configuration and Installation of Meraki Gear to stand up their global MPLS network
- IT engineering and project management resources as needed by the client