

A photograph of a server room with multiple racks of servers, illuminated with blue light. The racks are filled with server units, and the overall atmosphere is high-tech and professional.

Server Support

How a World's leading Server manufacturer cooperation with Allegiant Global helped retain customers and greater customer satisfaction

Overview

Servers are the lifeblood of any business. This is where your critical information is stored and accessed. As a result, your entire business is affected when you experience an issue with your server. Data loss and downtime are common results of server issues.

Having a Server Support system on hand ensures that your computer network systems are operating efficiently and reliably. If your server goes down, your whole network is affected, from the daily operation of your business, to your private and necessary data and information. That's why it is critical to keep your servers and workstations up and your networks safe

Manufacturers and Companies are looking for round the clock support for their products to ensure continuity of business in this fiercely

competitive arena. This is where Allegiant Global fits in with its rich talent pool, history of success stories and its clients trust.

The Client

The Client is a leading information technology enterprise focusing on Server manufacturing, cloud computing, big data, key application hosts, storage, artificial intelligence and ERP.

As one of senior IT brands, for over 70 years, our client has been committed to being an advanced IT product manufacturer and a leading IT solution supplier.

Being a top #3 server manufacturer in the world, our client servers and storage devices which includes the smart racks and HPC machine are deployed in big data center and enterprises all over the world and we are responsible for the



The Challenge

Around 6 years ago, our client decided to outsource their L1 and L2 server support business and contacted our leadership. The client's cost for online round the clock support was increasing exponentially owing to rising cost of manpower, lack of trained resources for English support and lack of technical know how to communicate to the customers query online.

- In Covid-19 pandemic time, all the operations are handled while working from home with same accuracy as achieved from workplace.

The Solution

Even though we did not have prior experience in server support (B2B & B2C), we gladly and eagerly accepted the proposal and went about creating hiring professionals, creating SOPs and work flow. Undertook process mapping, defined skillset, contingency plans and launched the project. Starting with a headcount of 3 agents and a Supervisor, we managed to handle their allocated traffic in the first 2 months and provided L1 & L2 Technical Support via Telephone, Chat and Email.

Since then, we have expanded the headcount and supervisor strength "xx" times and currently we are leading offshore site providing after sales Global Support team for this client.

The Success

Our client is very satisfied and strengthens partnership with Allegiant to deliver world class after-sales service. Being in a cooperation for such a tenure, we are continuously dedicated to deliver more efficient service and achieve all the KPI metrics for our client.

- Allegiant is the first point of contact for any issue with the servers in any of the datacenter or enterprises around the world and provide L1 & L2 Technical support and advice.
- We are delivering 24x7 expert technical support via Telephone, Email and Chat tools with the help of well experience and trained L2 Engineers.
- Evaluate third party onsite Engineers from different countries and share the scope of improvement for better results
- Hire and train new Engineers to meet the requirements of the role.

CONTACT US FOR FREE CONSULTATION

VISIT OUR WEBSITE

www.allegiantglobal.io

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Get your **FREE** Consultation today

GET FREE CONSULTATION

ABOUT ALLEGIANT

Allegiant Global is a leading outsourcing, technology, and automation services provider that aims to deliver innovative, seamless, and simplified IT solutions to clients and provide a competitive advantage to them by delivering superior customer value and strong ROI.

We are a team of disciplined operation management professionals with a customer-centric service culture, where outsourcing solutions transcend business boundaries, and our customer's needs and interests are treated above our own.

We believe that great customer engagement experiences are the building blocks of business success. We enable businesses to focus on what they do best while we apply our multilingual outsourcing expertise to help them retain and grow their customer base.