



Empowering the Hybrid Workplace and Workforce With Digital Workplace Transformation and Managed End-User Support Services at India's Oldest Financial Services (Mutual Funds) Company.



Incorporated in 2002 (Est. 1964 as a Govt. Initiative)



The Oldest & One of the Largest Mutual Fund Companies In India



Manages assets worth (AUM) of INR 1.33 Lakh Crore



Employee Strength of 1365+



## Enterprise Challenges



## Our Solutions



## Business Impact



**Limited Helpdesk Availability (12 hours Only)**

- Restructured the team for enhanced coverage as per business criticality

Helpdesk Availability extended from **12 to 15+ hours.**



**Low IT Service Management Standard**

- Reviewed each module of service and identified areas of improvement
- Regular connect with the vendor / UTI SPOC for updates and correction
- Successfully testing and user acceptance
- Phase 2 (Mobile Agent) – Deployment/ UAT done successfully

**95%+** ServiceNow User Adoption with **100%** Tickets Managed Digitally in Real-Time



**Time-consuming Active Directory Management, Password Resets**

- Successfully Deployed Workleivate to facilitate cutting-edge workplace service automation
- Enabled Self-Service for password resets, changes & account unlocks

Fully Automated Active Directory User Management with **100%** User Adoption

**Automated- 700+** Password Changes  
**1900+** Password Resets  
**2900+** Account Unlocks  
In a period of 6 months



**No Central Repository for Teams**

- Provided technical documents for processes, reporting and operating procedures.
- Governance dashboard for quick reference and better control on operations.

**360°** Operational Intelligence  
Improved Onboarding Process of New Employees and better HOTO practices.



### No Coverage Against Absence

- Successful backup orientation driven by analytics and restructured teams

**100%** skilled head count availability



### Lack of Proper Monitoring & Visibility

- Enabled 24x7, 365 Days Monitoring using application

Application Visibility Above **99%**

Workelevate reduced and automated nearly 30% of total tickets per month, thus reducing the dependency on the IT support team.

Workelevate reduced the over all ticket resolution time by nearly 18% per month leading to better Improved Productivity across employees and IT support team.

## Services Delivered



Helpdesk – C&D



Remote Infrastructure Support (RIMS)



Desk Side Support (DSS)



Video Conferencing



Server/ Citrix / Backup Admin – L1 Support



Mail Admin / MS O365 Support



Network Admin – L1 Support



Application Monitoring – L1 Support



Asset Management



On-Call / AMC Support

## **About Progressive**

A Digital Workplace Service Transformation company, Progressive Infotech specializes in Automation-led employee services and full stack Infrastructure Services with an unparalleled expertise of over 2 decades. With position on the Gartner Magic Quadrant, we help enterprises future-proof their digital workplace by providing employee-centric solutions. Encompassing more than 1200+ professionals, 150+ active clients, and an integrated 24x7 operation center in India's National Capital Region – we manage technology, talent, and tools to ELEVATE end user experience and keep your digital infrastructure always on and always available.

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