

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

Employee Strength of 1800 (2024)

Fostering Innovation in India's Pioneering Financial Services: Transforming the Hybrid Work Environment with Cutting-Edge Digital Solutions and Comprehensive Managed End-User Support at the Country's Foremost Mutual Funds Company



Key Results

Reducing the dependency on the IT support team. Workelevate reduced and automated nearly **~40%** of total tickets/month.



Challenges, Solutions, and Outcomes



Enterprise Challenges

Low IT Service Management Standard.



Our Solutions

Syncing Asset and endpoint details in real time to service now (ITSM) now they have **single point of truth of all asset**, endpoint data and service catalogue to track, remediate and ensure ITIL compliance.



Business Impact

Service now is enabled with **real time asset data and variance report** that help to heightened the uptake of IT Service Management (ITSM) leveraging workelevate.



Enterprise Challenges

Time-consuming Active Directory Management



Our Solutions

Effectively Implemented Workelevate to **enable state-of-the-art workplace service automation.**

Implemented **self-service functionalities for password resets, software installations, printer configurations, and one-click troubleshooting.**



Business Impact

Implementation of a fully automated Active Directory user management system has resulted in a substantial reduction of **~60% in the number of support tickets** generated.



Challenges, Solutions, and Outcomes



Enterprise Challenges

Lack Visibility of IT Assets



Our Solutions

Workelevate includes a robust reverse integration with ServiceNow, utilizing the APIs of our Workelevate agent. This integration allows for detailed hardware data retrieval from each node within the organization. It enables a comprehensive landscape view, crucial for **variance analysis, reconciliation, and discovery processes**. By providing these capabilities, our solution empowers IT teams to manage assets more effectively, ensuring data accuracy and operational efficiency.



Business Impact

There is no requirement for deploying multiple tools to attain visibility into IT asset inventory.



Enterprise Challenges

No Coverage Against Absence



Our Solutions

The achievement of a successful backup orientation has been propelled by the **strategic utilization of analytics and the restructuring of teams**.

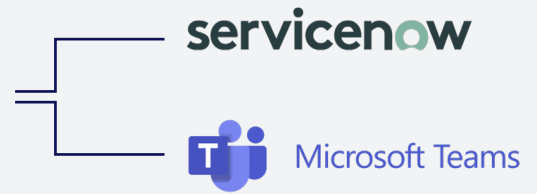
Tracked and monitored via **Business Unified Service Architecture (BUSA)**.



Business Impact

100% skilled head count availability is ensured, signifying that a proficient workforce is consistently present and accessible for deployment.

Key Integrations | WORKELEVATE



Our Services

Workelevate Self Service

Remote Infrastructure Support (RIMS)

Desk Side Support (DSS)

Video Conferencing

Server/ Citrix / Backup Admin – L1 Support

Mail Admin / MS O365 Support – L1 Support

Network Admin – L1 Support

Application Monitoring – L1 Support

Asset Management

On-Call / AMC Support

Help Desk Services

About Progressive

Elevate Workplace | Enhance Security | Enable AIOps

Trusted by some of the top businesses across industries, Progressive Infotech is an IT Managed Services provider helping enterprises accelerate their digital transformation by providing employee centric services. Encompassing more than 1000+ professionals, 75+ active clients, and an integrated 24x7 NOC-SOC in India's National Capital Region – we leverage technology, talent, and capabilities to help customers achieve business outcomes.

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