

# Transforming IT Operations for More Efficient, Secure Public Service Delivery

Industry: Public Sector - Healthcare

Size: 2000+ employees



## Business Problem

*The client sought to optimize their IT operations and enhance efficiency through outsourced network and infrastructure support. Hindered by significant delays and SLA breaches from their previous provider, they required a trusted and proficient partner to facilitate a seamless transition, minimizing disruption to daily operations.*

## How Intertec Helped

Intertec's team of certified engineers and service delivery managers engaged in close collaboration with the client's IT team to meticulously develop a comprehensive transition plan. This strategic blueprint entailed conducting a detailed inventory of all network devices and infrastructure elements.

By employing a robust methodology, Intertec ensured smooth knowledge transfer from the previous partner while carefully logging the infrastructure's current status. This not only facilitated streamlined decision-making for client executives but also enabled the identification and mitigation of infrastructure-related risks.

In addition to this, Intertec seamlessly integrated the client's ongoing plans to onboard all assets to selected monitoring solutions, ensuring their smooth assimilation into the enterprise context while prioritizing minimal disruption to users' experience.

## Business Outcomes Delivered

Intertec completed the transition phase on time, with a cooperatively allocated team onboarded and deployed on-site. The client is now benefitting from:

- Improved IT support responses: All old pending requests closed in the first 6 weeks (150+ requests).
- Enhanced network performance and uptime: 230+ Network Devices verified and added to monitoring tools in 6 weeks.
- Increased IT security posture: All SoC advisories and incidents are tackled on time and in compliance with defined internal OLA/SLA.
- A dedicated team of IT professionals managing their network and infrastructure security vulnerabilities, mitigating potential threats, and safeguarding the Client's digital assets.