

Success stories: Global Digital Services Company



Fusion saves them an estimated £500k through its Managed Application Service

A global digital services company that wanted to reduce operational costs relating to service delivery and service management within a managed service contract. Fusion managed service has helped them save an estimated £500k in the first 12 months.

The problem

Implementing a customer facing service management platform and being ready to support would have increased both project and support costs. Getting support personnel up to speed with the platform and be able to provide incremental improvements in both process and the technology would require significant investment.

The solution

Fusion delivered an accelerated transition plan from the project team to the Business as usual support, that included day-to-day administration of the entire platform, training for the internal support teams and a defined service improvement program to support the key cost optimisation objective.

The benefits

Reduced operational costs by an estimated £500k with a structured service improvement program to incrementally reduce costs over time. No additional head count or training required during the pre-go live phase for the internal support teams.

