

# Evergreen Collaborates with Tech Conglomerate to Build a World-Class IT Support Capability



## ABOUT THE CLIENT

Our client is a multinational technology conglomerate that develops, manufactures, and sells networking hardware, software, telecommunications equipment, and other high-tech services and products. They have long been a leading innovator in the networking and IT industry, constantly investing in research and development to create new products and services that help businesses meet their changing needs.

## Challenge

Our client needed to revamp their infrastructure at a global scale while reducing inefficiencies and maximizing system availability for their customers.

### Robust IT Infrastructure Support

The tech leader needed a partner to support the design and build of mission-critical technology infrastructure—and who could also perform essential quality assurance for it. The scope included network operations centers, change management, and ACI (Application Centric Infrastructure) engineering impacting the work of 10 different teams.

## Solution

Since 2014, Evergreen has owned process standardization, quality of work, and efficiency and trends identification, lowering ramp up time and attrition levels.

### Leveraging the Right Tech & People, Supporting the Entire Process

In addition to bringing on skilled experts for an array of essential teams, Evergreen also supported a heavy layer of operations and program management. We worked to:

- Decrease Roll Over No Answer (RONA) percentage of new incidents by 92%.
- Support design and build of the infrastructure for the mission-critical system including both production and quality assurance environments
- Handle thousands of incidents and customer calls at NOCs
- Deliver managed IT operations for network, data center, collaboration, and security services at a global scale—reducing inefficiencies and maximizing system availability

*“The team at Insight Global has been proactive and helpful. They understand our needs and engage with the contractors, ensuring high productivity and morale.”*

—Client Satisfaction Survey, 2023

90%+

Customer Satisfaction Rate Maintained Since 2015

67%

Decrease in Ramp-up Time for New Agents

\$1M+

Cost Savings