

Case Study

From Support to Strategic **MSS Partnership**

Leading with trust, executing with ownership

After 11 years of dependable support, InfoVision was entrusted with a bold new mandate.

The client, a global communications leader, needed a trusted partner who could take full ownership of their digital infrastructure - ensuring 24x7 stability, seamless delivery, and proactive governance. They wanted to step back from day-to-day firefighting and refocus on business growth.

InfoVision Rose to the Challenge

We evolved from a long-term vendor to a strategic Managed Services partner - delivering with precision, consistency, and zero escalations.

"Best service in 10 years", said the client!

A Storm of Challenges, a Steady Anchor

The Ask: Stability, Scale, And Accountability

- Move from a T&M setup to a fully managed, SLA-driven delivery model
- Ensure a seamless transition of 138+ legacy apps without service disruption
- Establish governance to eliminate 90+ day ticket backlogs
- Enable 24x7 support during mission-critical quarter-end cycles
- Consolidate fragmented vendors into a single accountable partner
- Transition amid bankruptcy, leadership churn, and instability



Why InfoVision?

InfoVision was chosen to navigate change, consolidate delivery, and earn trust – all at once,

- 11+ years of domain knowledge and delivery consistency
- Robust transition playbook covering risks, systems, and documentation
- Flexible rebadging and structured onboarding strategy
- Penalty-backed SLAs demonstrating skin in the game
- Strong leadership involvement and transparent stakeholder engagement

Precise Execution, Relentless Ownership

Execution at Scale

- Two-phase transition of 138+ business-critical applications
- Rebadged key client experts and hired 100+ skilled professionals
- 24x7 support model with real-time collaboration via Microsoft Teams
- Centralized knowledge base, recorded KTs, and onboarding playbooks

Governance and Ownership

- Daily hygiene reviews, live SLA dashboards, and ticket control
- Full ownership of quarter-end operations - executed without client intervention
- Process refinements reduced incident volumes and stabilized delivery

Leadership and Trust

- Senior leaders led planning, transition oversight, and governance
- Took on SLA-linked penalties and delivered ahead of targets
- Built trust by doing more than promised, every step of the way



Business Outcomes That Speak for Themselves

Measurable Impact

Metric	Result
SLA compliance	From 85% to 99% in 2 qtrs
Aged tickets	100+ to 5 in < 3 months
Change requests	1100+ delivered
User tickets	700+ resolved
SLM misses	ZERO
Qtr-end support	100% owned by InfoVision

Transformation Highlights



Structured, ITIL-based Managed Services model



Transparent, proactive governance



Delivery maturity that enabled client focus on growth, not operations

Client Testimonial

“Outstanding job. Communication – outstanding. Speed – outstanding. Quality – outstanding.”