

Cybage Helped a Leading Hospitality Solutions Provider to Reduce Revenue Leakage by Providing Proactive 24X7 Support Service

About the Client



A leading hospitality technological innovator that provides cloud-based solutions for global markets



Over three decades of industry experience with services in more than 176 countries

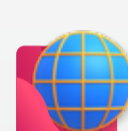


Offers solutions for hotels to improve guest experience, reservations, sales & catering administration, property management, and operations

Business Needs



Monitor the 24X7 Network Operations Center (NOC) and infrastructure support for the in-house data center



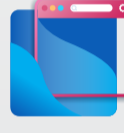
Enhance the scalability and agility to manage global operations



Decrease production issues to avoid revenue leakage



Improve operation efficiency and service provider accountability



Ensure the application stack is always operational



Manage global requests efficiently and reduce turnaround time



Business Solutions

Providing 24X7 proactive support to the production and non-production environment

Managing operation support for Application Engineering, System Engineering, Network Engineering, and Incident Management

Maintaining 365 day 24X7 help for L1, L2, and L3 tickets



Supporting DevOps operations for all US time zones with a technical coordinator

Assisting in day-to-day management for all infrastructure platforms and deliverables

Technology Stack

Server OS	Monitoring Tools	Applications	Ticketing System	Storage
 Windows Server 2016 Windows Server 2012 	 Nagios solarwinds	 AD USERS AND COMPUTERS wikiD INSITE	 Jira Service Desk Remote Desktop Tool 	 xiv Script python
Firewalls	Tools			
 paloalto	 UCS 	 Symantec NEXUS SWITCHES	 VERITAS NetBackup FABRIC SWITCHES	

Business Impact

11% increase in profit due to active monitoring of production and non-production environment

Providing **100% support** to NOC, AppEng, SysEng, NetEng, and Incident Manager

100% customer issue coverage for L1,L2, and L3 infrastructure administration support

3000+ servers supported by various applications

Achieved **95% turnaround time** to acknowledge P1 and P2 tickets within 5 minutes

Successfully settling service requests within **24 hours with 100% first time resolution**

L1 ticket resolution with more than **95% accuracy**

Over 30K tickets handled annually

Cybage Travel and Hospitality



Lodging



Travel Distribution



Travel Retailers



Travel Consolidators



MICE



Specialty Lodging

Enabling proactive support services

business@cybage.com | Explore More

