

Enabled a leading energy company to embrace digital innovation for enhanced business growth



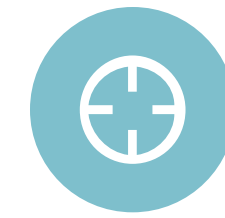
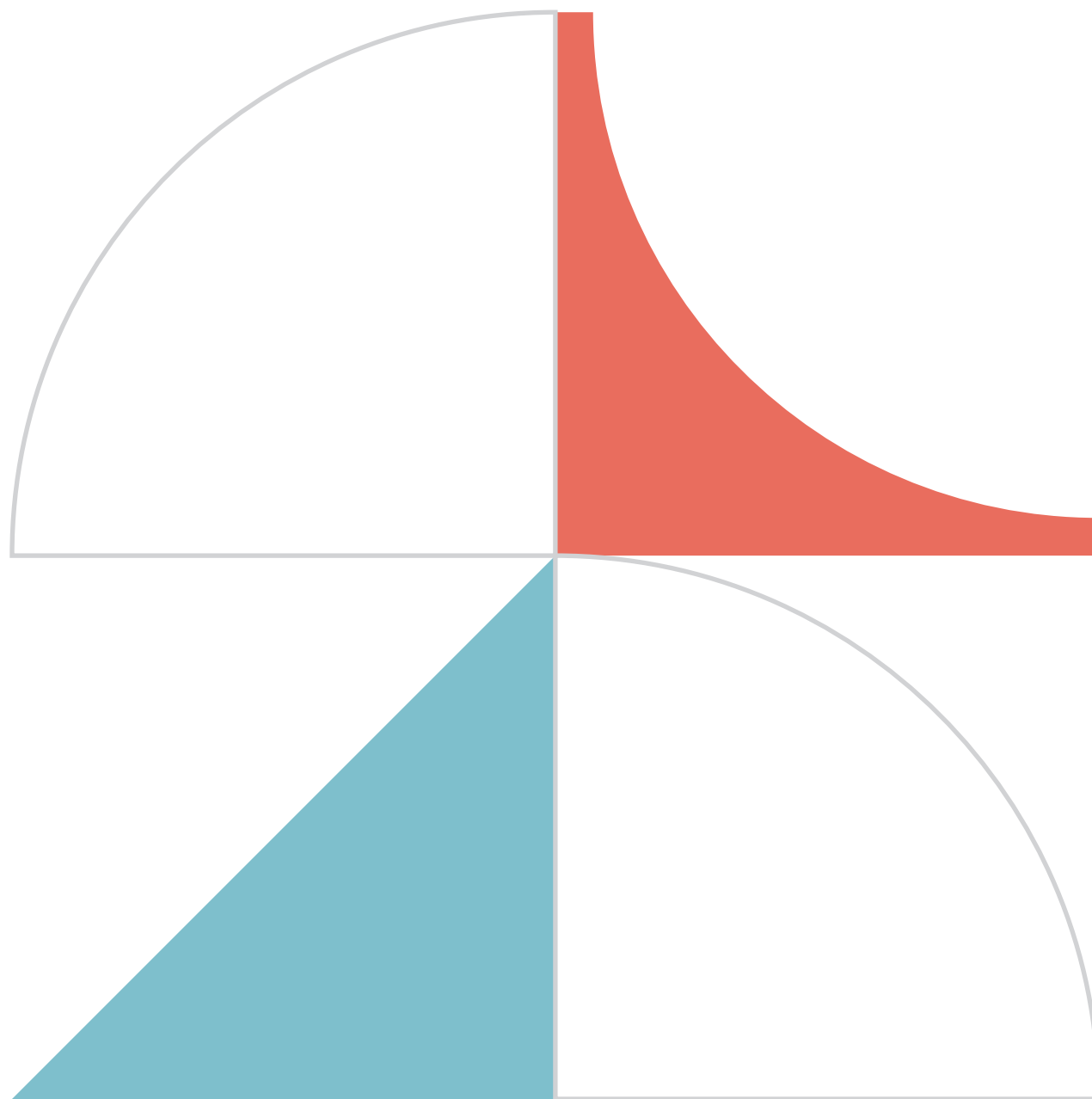
Overview

The customer is a UK based multinational fully integrated oil and gas company with a strong presence across the value chain, both upstream and downstream.

Organization Size: **1000**

Country: **UK**

Revenue: **\$5 Billion**



Challenges and Goals

The customer wanted to achieve consistent growth by leveraging available technological enhancements and engage a technology partner to help chalk out a roadmap for strategic development.

While striving to achieve their business goals, the customer faced some major challenges:

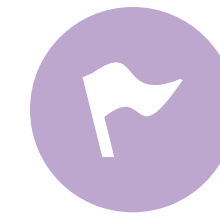
- Lack of tools to continuously monitor end user experience left the customer with several lost improvement opportunities
- Their struggle with backlogs accumulated for over a period of 6 months or more
- The absence of a structured process framework led to over spilling of IT budgets
- Continuous support, even in non-business hours, was a big challenge



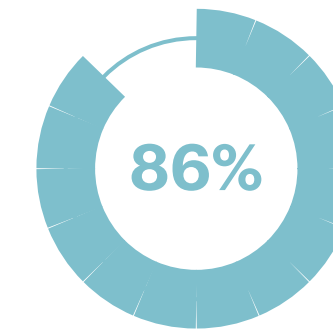
Solutions

We created a strategy for efficient infrastructure management from Zensar's Digital Foundation Services (DFS) framework. Fundamental tenets of the solution included:

- Storage revamping-migration from legacy storage to NetApp2019
- Revamping-redesigning and implementing of a new Citrix farm for enhanced experience.
- Implementing Fortinet for enhanced VPN services
- Deploying end user Computing (EUC) Services - OS image deployment, Kiosk management, application packaging and virtualization
- Implementing and supporting of WAN (Internet & MPLS)
- Integrating ServiceNow with LitmusWorld for customer experience management
- Implementing ServiceNow, adapting the ITIL Framework, automated the onboarding process for users
- Facilitating 365 migration from legacy exchange environment to exchange online
- 24 x 7 service desk services
- Unified Communications: Cisco Teams, Webex, Jabber and Vodafone and VOIP



Business Impact



Satisfied users with 100% visibility

- End user CSAT at par with industry
- Continuous 24x7 support
- Significant savings in OPEX



At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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