

# Case Study: IT Service Management

## Business Need

The Client is a Fortune 500 financial services firm that relies heavily on efficient IT systems to execute mountains of policy administration tasks daily. Keeping these complex systems up and running eats up a lot of resources. The Client is under pressure to do more with less, and get fast results using skills and tools it does not always have in-house.

## Solution

People4u provides end-to-end application, database, and IT infrastructure upkeep solutions. We oversee, manage, and support mission-critical systems to ensure 24/7 availability. This encompasses the entirety of Client's IT activities from development to production, including all network heartbeat checking and server maintenance chores like alert monitoring, application deployment, and incident management. We also do email and SharePoint administration, along with regular Client touchpoints. We act as an outsourced IT department with sound ITSM practices, stringent delivery structures, optimized workflows, and adequate security controls.

## Result

Business-IT alignment is attained even as IT expenditures are significantly reduced. This also enabled the Client to focus on core competencies and leave specific, non-strategic technology management to external experts – while retaining full governance over their processes and total control of their data.

## We are People4u

We help companies manage and improve the way they use information technology. Our mission is to see to it that they have the right people, processes, and tools in place at all times, so they could lower costs, serve their customers better, and meet their business goals.

Our service menu consists of a wide array of solutions for our clients' infrastructure, database, middleware, and application requirements. Popular ITSM frameworks are utilized to swiftly address technology issues and align IT processes with business priorities. All services are designed to integrate seamlessly with the client's existing environment.

*Learn more about our services  
online at [www.people4u.com](http://www.people4u.com)*

- Staffing Solutions
- Managed Operations
- IT Service Management
- Training Solutions
- Managed Support Services
- Salesforce Consulting



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