



Korcomptenz



Cool Sun Glasses

Trendy Watch

Comfortable Boots

Compact Bag

Modernizing Platforms and Optimizing Technology Solutions for a Fashion brand

See how Korcomptenz helped a fashion house fuel their growth with enterprise level infrastructure managed services



Client Overview

Industry	: eCommerce
HQ Location	: New York, United States
Size of the Company	: Enterprise
Type of Solution	: Enterprise Infrastructure Support Services
Application	: Microsoft Azure, Microsoft 365, Microsoft 365 Business Voice, Database, servers, ETL, IIS and Data warehouse. Responsible for corporate wide redundant Multi-device SDWAN Connectivity among all offices.

Company Overview

The Client is a large American fashion house with multiple stores and global offices across US and China with its headquarters in New York City.

Because the client was unaware of changing IT requirements and lacked adequate cybe security, they were vulnerable to malware and ransomware assaults. They also had to deal with a number of issues with the user interface and the user's working experience with the system, both of which were outdated.

Key Objectives

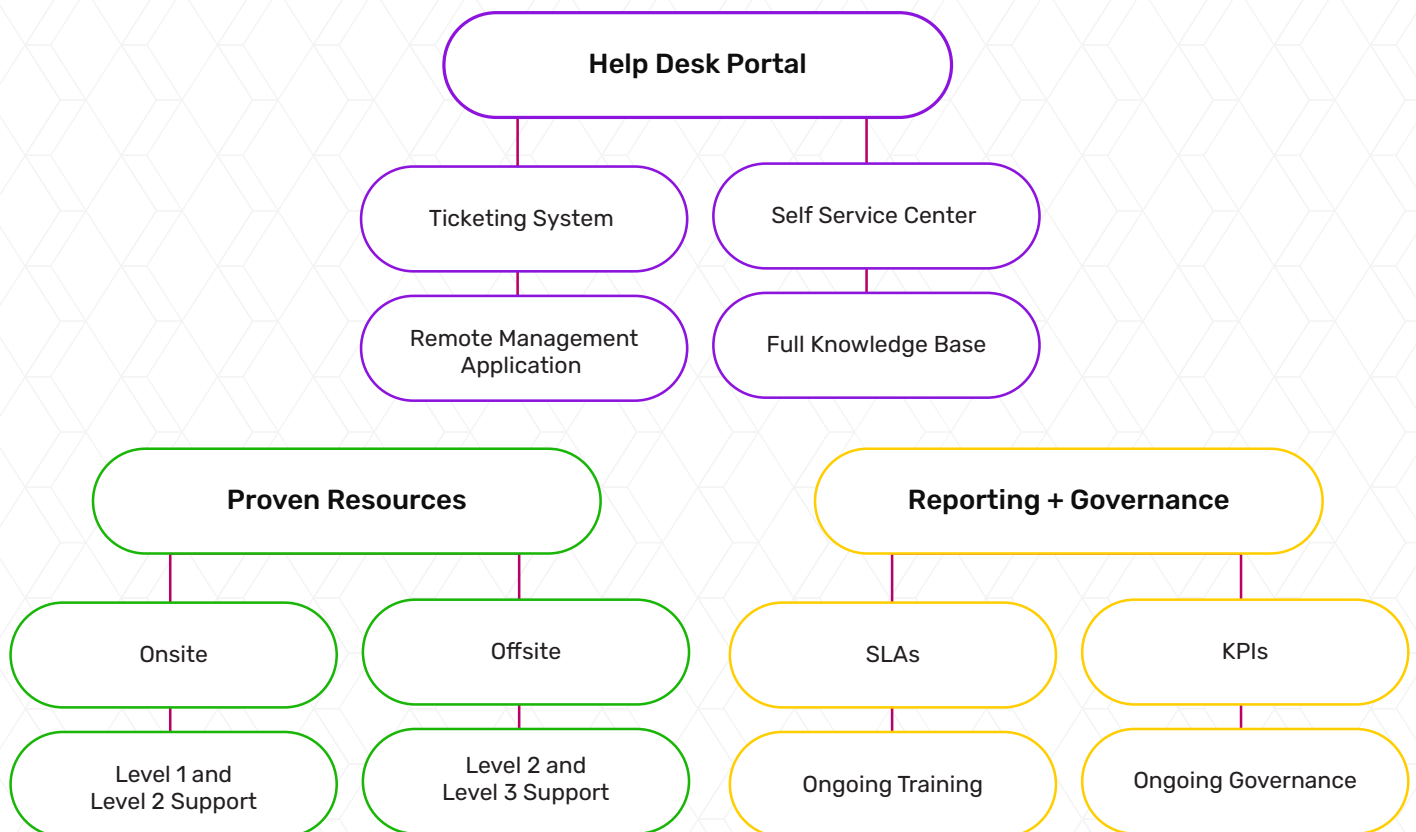
The overall objective is to **provide managed desktop, server support, and related infrastructure services** via properly staffed Help Desk and critical technology tools such as a ticketing system, remote management application, and self-service portal. Services delivered need to conform to stringent SLAs, reporting, and compliance protocols with a sharp focus on reducing the average time to close a ticket. The objective is to provide a compelling mix of experienced, trained, and highly skilled resources onsite and offsite to address the overall volume and mix of support requests while reducing total cost of ownership and providing scalability for the future.

Key Issues

- There was an outdated ticketing system in place that does not provide show the ticketing insight to their IT Team, and there was no proactive server and device patching.
- Despite the fact that they were an international company, their in-house IT team was only available from 8 a.m. to 5 p.m. EST. Without a better ticketing system, it was impossible to track tickets and problems.
- Aged and end of life Server and Networking infrastructure
- The customer overpaid for licenses that they did not require. There was no license management system in place, and the customer was purchasing licenses they already possessed.
- The customer was unaware of the changing IT requirements. They lacked high-levelcybersecurity and were thus vulnerable to malware and ransomware attacks.

Solution

KORCOMPTEZ has identified a comprehensive, turnkey solution to meet clients 's needs and objectives including a proven, reliable team, best-in-class management software, self-service features, service level agreements, and metrics



1 Help Desk Architecture + Service Delivery Model re-engineered.

The Help Desk Portal was a primary mechanism for users requesting support. The portal will allow access to three key components:

Component	Description	Additional Notes
Ticketing System	Users can enter their support requests and monitor progress until closure	Support requests can also be created directly from an icon in the Windows Start Menu
Self Service Portal	Users can browse and search information for common support requests like changing a password or requesting access to a system	A well-designed Self-Service Portal with FAQs, guides, and other materials offers more convenience and ease of access than a traditional knowledge base
Full Knowledge Base	Users can search a full knowledge base of tickets and resolutions	The knowledge base is available for users who wish to dig deeper during self-diagnosis

2 Implementing Remote monitoring and Management tool

A robust ticketing system is a critical component of any comprehensive Help Desk and technical support implementation. It allows access for users and tracks support requests, compliance, and Key Performance Indicators to ensure continuing process improvement- ConnectWise to provide better helpdesk services, ticketing management, server desktop patch management. Korcomptenz implemented RMM Tool (ConnectWise) along with Sentinel One (AI Powered Cybersecurity System) and provided better cyber security threat management.

3 Infrastructure Monitoring

Tools were implemented to monitor everything, everywhere, from one platform, so you can manage your IT holistically—without the tool sprawl

4 Self Service Portal created

Self-Service Portal enabled the client to take advantage of best-in-class features for search, document management, News + Alerts, Full Portal Search, Support FAQs, Support Calendar events and future integration with Azure Intelligent Services to power an automated support chatbot. Korcomptenz is using Microsoft Technologies such as SharePoint for the Self-Service Portal will enable a forward-thinking approach that allows Client to take advantage of next-generation Azure services. For this engagement, particularly for this customer, we recommended a Self-Service Chatbot powered by Azure's Bot Service. The Self-Service Chatbot would enable users to request support in natural language from an AI-powered agent with access to the full knowledge base and all Self-Service content. In addition, the proposed Self-Service Chatbot can be integrated with additional Microsoft applications and services to provide enhanced access to AI-powered support.

Your users talk in many places, your bot should too. Azure Bot Service can be integrated across multiple channels to increase interactions and reach more of your associates using email, GroupMe, Facebook Messenger, Kik, Skype, Slack, Microsoft Teams, Telegram, text/SMS, Twilio, Cortana, and Skype for Business.



5 Other Proactive Managed Services Provided

PC - Proactive Managed Plan Services	
24/7 Monitoring Services	✓
Asset Lifecycle, Tracking & Management	✓
License compliancy Management	✓
Hardware Component Monitoring	✓
Antivirus Software Management and Updates	✓
Unlimited Phone Support	✓
Unlimited Remote Control Support	✓
Unlimited 24/7 Enterprise Level Service Desk	✓
Unlimited On site Support	✓

Server - Proactive Managed Plan Services	
Microsoft Exchange Maintenance and Administration	✓
Windows Active Directory, Azure Sync and File Sharing Permissions Administration	✓
Automated Patch Management and OS Updates	✓
Backup Monitoring and Administration	✓
Virtualization (HyperV and Vmware)	✓
Corporate wide Hardware Refresh	✓
EDR/XDR Setup and Maintenance	✓

Network - Proactive Managed Plan Services	
Model/Make Agnostic Router Management	✓
Model/Make Agnostic VPN Management	✓
Model/Make Agnostic Firewall Management	✓
Model/Make Agnostic Network Device Monitoring	✓
Vulnerability and Intrusion Management	✓
Disaster Recovery Planning and Implementation	✓
Redundency Planning and Implementation	✓
Cyber Security Management and Maintenance	✓
SDWAN, BGP and MPLS Setup and Maintenance	✓
Azure VWAN, Azure Gateway and Azure VPN Setup and Maintenance	✓

Applications - Proactive Managed Services	
Microsoft Azure Services - Implementation, Migration and Support	✓
Lotus Notes and Microsoft Exchange migration to Microsoft 365	●
Lync Migration to Microsoft Teams and Business Voice	●
Finance and ERP application server maintenance	✓
Finance, ERP and DataWarehouse Database servers and ETL maintenance	✓
IIS/Apache/NGINX Web Server maintenance and code migrations	✓
Kubernattes / Containers	✓

VOIP Phone Managed Plan Services	
Unlimited Phone Support	✓
Unlimited Remote Control Support	NA
Unlimited Extension Changes	✓

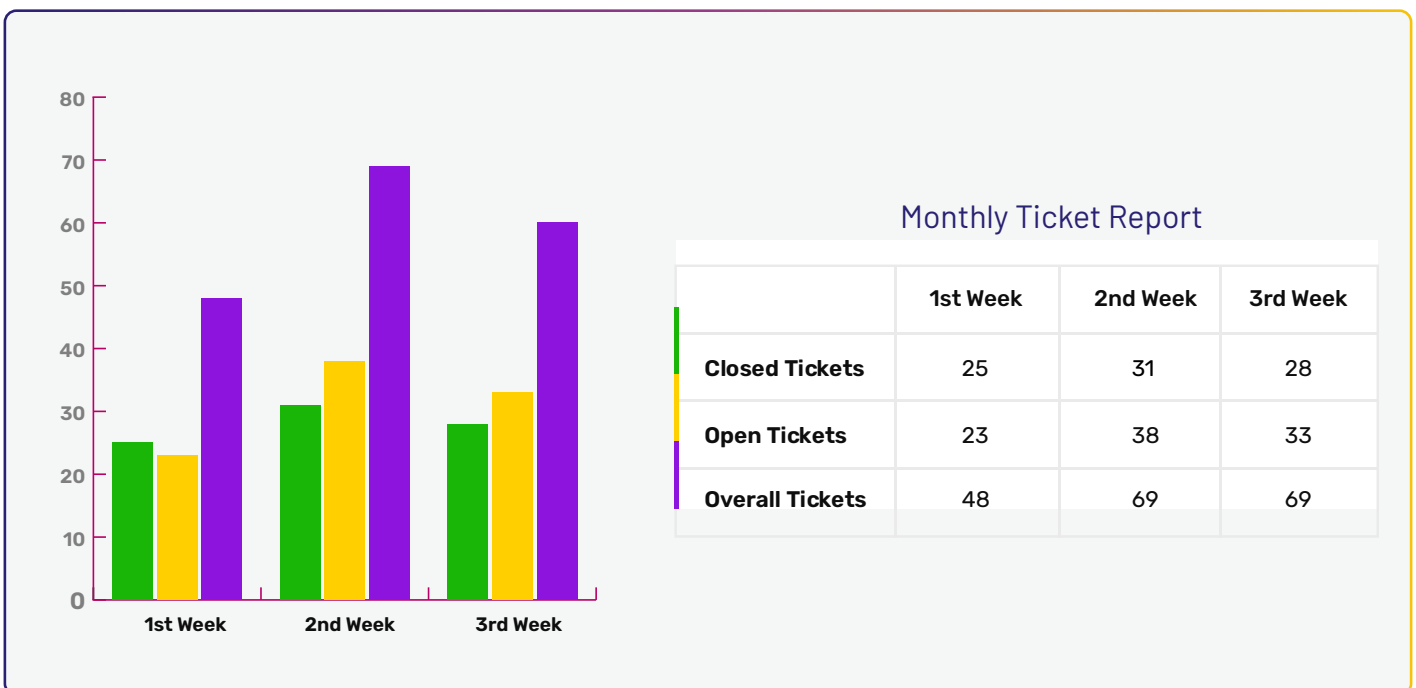
 - Yes
  - Not applicable
  - Already on M365

6 Other Strategic value adds

- Korcomptenz team has performed license requirement evaluation that helped KCP to scale down on their software/ applications licenses
- **Migrated from Private Data Center to Azure** and included services of Azure migration, Azure application development, Azure Managed Cloud services, Azure security, governance and compliance (request a consultation to know more.)
- COVID pandemic was the real acid test for how the entire team was moved from on-prem to cloud, we made sure that the important application and services are running 24/7 and are reachable when employees are working from home. This high availability was made possible because of the Cloud Migration to Azure

Real world Benefits

- 1 Minimized Downtime** - Users were able to obtain information faster and more effectively than ever before thanks to the new helpdesk system and modifications to entity relationships.



- 2 Breathing new life into old systems**

By removing costly and difficult-to-maintain internal infrastructure, in-house workers were able to focus on moving the business forward rather than staying still.

3 By using our **license consolidation** and management solution, our customer was able to save 20% of their money and put it to greater use.

4 Round the clock Monitoring and accessibility

Using our hybrid, 24/7 approach, we were able to provide our customer with around-the-clock service as well as an on-site presence when needed.

Support Platform	Description
Phone Support	Available 8 Am to 8 PM EST (can be adjusted), and on-site when needed and 24*7*365 Basis for emergency tickets
Email Support	Available 24*7*365 With automated in-box to create tickets from email request
Desktop Support	Available 24*7*365 from user's Windows computer, requests are automatically Created as tickets

5 Our **best practices approach to Infrastructure Management** was well received by the customer, who appreciated our proactive assistance and updates as well as improving their cybersecurity to prevent ransomware threats.



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We #FocusOnYou

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