



LANCO Holding Group

Manufacturing, Service, Sales and Distribution

Maintenance and Operation of IT Infrastructure for Entertainment and Sports.

LANCO Manufacturing

Executive Summary

We successfully managed the entire maintenance and operation for LANCO holding companies in Entertainment and Sports Division saved the operational costs by approximately \$600k. 100% business continuity achieved. Implementation of IT and Data Governing Body and Steering committee. Aligned IT delivery with the business goal and requirements and helped the organization achieve its goal.

How we Helped

- Implemented the Industry standard ITIL process and methodology.
- Companywide collaboration and transparency by forming the Governance and steering committee.

- Modernize the legacy application and got rid of hardware and maintenance costs.
- Established knowledge management practice by enhancing Zendesk to capture additional meta-data for each support ticket. In addition to this, we refined existing metadata to capture additional details.
- Proactive approach by established maintenance plans for all primary applications by establishing the maintenance process and procedure

Results, Return on Investment and Future Plans

- Aligned IT delivery with the business goal and requirements and helped the organization achieve its goal.
- Achieved the SLA for IT help desk ticket by streamlining the process and establishing the accountability.
- Created a feedback system for getting feedback from the business users and used these feedbacks for the improvement plan.
- Transparency and collaboration between the business unit and created the path for the business unit to contribute to Continuous Improvement Plan.