



# LANCO Holding Group

## Manufacturing, Service, Sales and Distribution

### Maintenance and Operation of IT Infrastructure for Manufacturing.

#### LANCO Manufacturing

#### Executive Summary

We successfully managed the entire maintenance and operation for LANCO holding companies in Manufacturing space. 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.
- Implementation of Industry standard process, tool and technique such as Change Control Management, Continuous Improvement Plan.
- Streamline the IT help desk process.
- Achieved the SLA for IT help desk ticket by streamlining the process and establishing the accountability.