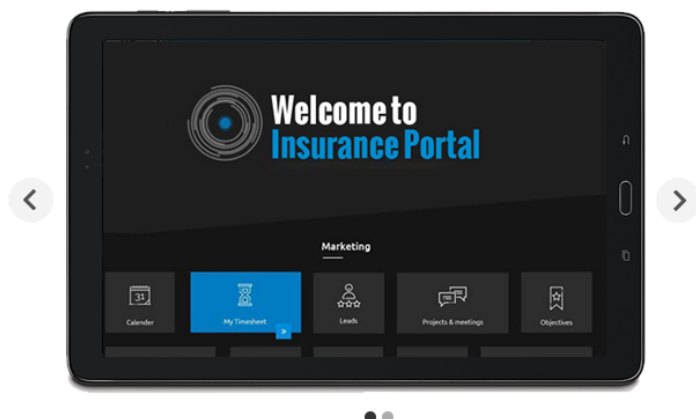


FLATWORLD PROVIDED IT SUPPORT TO A UK-BASED INSURANCE COMPANY



The Client

The client is one of the most well-known motorcycle insurance providers in the United Kingdom. They are known to have excellent technical expertise and in providing the best customer service to the riders.

The Requirement

The client was looking for a full time IT support service provider who could handle their databases, applications, products, and customers. They wanted a partner who could simplify their processes by efficiently handling their multiple servers, databases, and applications.

The Challenges

Our IT support team faced a few challenges while providing IT support services to the client. The key challenges involved in the project were -

- + The client had several applications and databases which were being used to handle different customers and products which needed support
- + As the client's business grew, the number of databases, servers, and applications grew too and managing the entire infrastructure became even more complicated
- + The main challenge was to cope up with the increasing demand for IT support as the client's business grew

Our Solution

We received training from the client's team for the company's ticket handling, users, and the various systems. After carefully analyzing the requirements and the challenges involved in the project, our expert team of IT support executives devised the following plan -

- + Our team started by providing Level 1 IT support to the client. We respond to the tickets raised and direct it to the appropriate IT professional or resolve the issue by themselves in case of minor issues
- + We provide technical support for 7 days a week, 15 hours on weekdays and for 9 hours on weekends
- + We completed the knowledge transfer for Level 2 IT support and started providing the support. This made the number of tickets handled by us increase from 30% to 90%
- + We used SQLite and MySQL for the database, PHP and Smarty 2.0 for framework requirements, and Facebook SDK

The Result

The client is extremely delighted with our dedication towards providing IT support. We now handle over 1000 tickets in a month which allows the client's IT team to concentrate on other core issues. Our best practices and cost-effective services have helped in automating the manual processes of the client. Our team is also able to provide the client with actionable insight with the help of reports, dashboards, rosters, and checklists.

Outsource IT Support Services to Flatworld Solutions

Flatworld Solutions has been a pioneer in providing quality [IT support services](#) and a host of [software development](#) services to clients around the world. We can work at any time desired by the client and even provide 24*7 IT support services through our multiple delivery centers. Our team comprises of the best and most talented IT support executives who are trained to solve even the most complicated IT issues. We ensure that your infrastructure functions in the best possible manner at all times and the tickets are cleared as soon as possible.

If you are looking for a reliable, cost-effective, and efficient IT support service provider, then you have come to the right place. [Get in touch with us today!](#)