

APAC

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Outlook

FIELD SERVICE SPECIAL

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Top 10 Field Service Solution Providers - 2019

From the influx of changing regulations to managing on-the-job risks effectively, field service management systems (FSM) are helping organizations meet their exact requirements while providing insights into business optimization. Today's field service ecosystem leverages various combinations of leading-edge technologies including big data, IoT, cloud, and smart sensors to help technicians uncover improvement opportunities in maintenance and operations. Solution providers focused on delivering FSM technology are embracing the digital transformations to help users better identify consumer preferences and trends, optimize their product assortment, deliver personalized services, refine pricing and promotional strategies, and connect better with target consumers.

Regionally, the Asia Pacific and Europe is likely to cover nearly 50 percent of the global market by the end of 2019.

To help CTOs, CIOs, and CEOs find the right field service solution provider, a distinguished selection panel comprising of CEOs, CIOs, VCs, industry analysts, and the APAC CIO Outlook's editorial board has selected a list of Field Service Solution Providers in the APAC region that exhibit innovative technologies combined with digital strategies.

We have considered the vendor's ability in building solutions and services that can effectively yet economically account for a productive field service offering, keeping in mind the factor of time-focused delivery. We present to you APAC CIO Outlook's "Top 10 Field Service Solution Providers - 2019."



Company:

Total IT Global

Key Person:

Akhil Gupta
CEO

Description:

The company provides holistic, vendor agnostic managed IT Services globally through a single contract

Website:

totalitglobal.com

Total IT Global

Vendor Agnostic Managed IT Services – One Stop Solution Globally

A full-fledged Managed IT Services partner helps organizations in investigating, identifying and addressing (fixing) any IT related issues that may arise within enterprise architectures. As companies seek a service provider who can proactively minimize unforeseeable or abrupt interruptions in their workflows, they prioritize those who emphasize on leveraging robust automation and streamlined, multipronged approaches for service delivery. To this end, Total IT Global has crafted a niche in the field services arena by offering swift, dynamic and reliable managed IT solutions throughout the world. Total IT Global's vast geographical footprint extends to over 108 countries globally, with a direct presence in 19 countries worldwide. In that, the company empowers its customers to wholly entrust their IT support needs, through a single contract and localized billing models across multiple countries. "We are a global managed IT services provider with qualified technical specialists trained on multiple platforms and technologies. We provide round the clock access to an extensive pool of technical experts and a well-established layer of Service Management Specialists enabling Single Line Accountability," says Akhil Gupta, Chief Executive Officer, Total IT Global.

According to research conducted by The Service Council, in the US, the average first-time fix rate (FTFR) of a service delivery organization is approximately 77 percent. This implies that field engineers are required to execute at least one follow-up visit for 23 percent of the service calls they receive. Repeated visits directly impact the cost of operation, device availability and resolution time; not to mention the adverse effects it may have on the business as a

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Chief Executive Officer





whole. With a project portfolio comprising large Global Multinationals and Fortune 500 companies, Total IT Global continues to deliver on customer expectations and resolve complex IT issues within stringent SLA's through a unique combination of highly experienced level 3/4 technical experts and field engineers spread across the globe. Automation plays a critical role in the company's service delivery model as it enables its field engineers to stay on track with the assigned schedules and ensures timely delivery of services. This, coupled with systematic approach and standardized processes not only helps them to deliver services efficiently but also increases the first-time fix rate.

Moreover, the company's ITIL compliant service desk closely monitors all the service calls 24x7 and ensures adherence to stipulated SLA's. Total IT Global often tailors its support models for VIP users to meet stringent SLA's i.e. 2 - 4 hours Call To Resolution, across metro cities globally. This empowers an organization with the ability to scale its business and stay ahead of the competition. With a zero-termination track record, Total IT Global delivers a holistic experience to its customers by owning their entire IT infrastructure life cycle from hardware provisioning, professional services, maintenance support, all the way to disposal and certified data destruction; all under one roof. The company strives to maintain high standards of service while optimizing the total cost, ultimately yielding higher returns on investments by maintaining the sustainability of its customers' core infrastructure.

With an aim to become a "One Stop Solutions Provider" across the globe, Total IT Global provides multi-platform and multi-vendor expertise across its broad service portfolio that comprises Managed Field Services, Managed Cloud Services, Hardware Break Fix, Data Centre Projects, Certified Data Destruction and Hardware Disposal. Additionally, under its alliances division the company works closely with some of the

leading OEMs globally to provide vendor agnostic and new age hardware solutions to its customers.

With a robust governance structure in place, Total IT Global undertakes periodic business reviews with its customers to identify and address critical technical or service challenges that they may have in leveraging their IT infrastructure investments. "With our unique processes, automated tools and proactive problem management framework, our objective is to optimize the onsite intervention ratio by 0.1-0.2 contacts per device year on year, thereby reducing the overall TCO for our customers," states Operations Manager, Christopher Eaves, Total IT Global UK. Total IT Global's service delivery managers work proactively with their customers and formulate strategies to ensure critical IT assets are taken care with utmost care within the purview of agreed SLA.

A critical area of concern for many organizations is regulatory and protection compliances. Total IT Global's Compliance and Governance team strives to adhere to all relevant and mandatory compliances across various geographies such as ARD, TUPE, Fair Works, WEEE, etc. in order to comply with relevant in-country regulations while providing best in class support to its customers. The service processes and procedures are thus structured to meet relevant compliances and mitigate potential risks in order to offer its customers peace of mind. With rich experience and expertise in delivering all-round IT support, Total IT Global continues to evolve their go-to-market strategies and solutions delivery model to ultimately help their customers steer ahead through the dynamic IT landscape. Divulging the company's vision and expansion plans, Akhil Gupta, Chief Executive Officer says "We are guided by the vision to become a global leader offering holistic IT solutions, setting a benchmark in stakeholder experience through constant innovation and service excellence". **ACO**