

INTECH Implemented Smooth and Scalable L1/L2 Technical Support For 50+ Global Locations



Summary

A global logistics leader faced challenges in scaling its product support operations across more than 50 locations. The company needed to reduce the burden on internal teams while maintaining high levels of customer satisfaction.

INTECH stepped in with a tailored L1/L2 support solution, ensuring seamless incident management and collaboration between support tiers. This led to faster product delivery and improved customer experiences across the company's global locations.

About the Client

The client is a leading multinational logistics provider based in Dubai, UAE, with operations across 172 marine and inland terminals in 51 countries. They offer cargo logistics, port terminal operations, maritime services, and manage free trade zones. However, managing product support across 140 countries proved increasingly complex. The internal support team struggled with day-to-day maintenance, prompting the client to seek a solution.

Client Challenges: Scaling Support and Operations

As the client expanded their Zodiac product to new locations worldwide, the team faced operational challenges that needed immediate resolution.

Key challenges included:

Expanding Zodiac Product

The client sought to expand their Zodiac product across multiple locations. However, they lacked the necessary support team to facilitate a smooth rollout and maintain product quality.

Overloaded Support Teams

The L3 support and development teams were overloaded with day-to-day maintenance tasks. This burden prevented them from dedicating resources to essential product enhancements and business development.

Fragmented Collaboration

The lack of effective collaboration between L1 and L3 support teams created delays in resolving issues. This inefficiency led to slower response times and hindered the overall support management process.

Customer Satisfaction

With an expanding customer base, the client struggled to maintain high satisfaction levels. Their support services needed a boost to meet growing expectations and ensure timely resolutions.

Need for Scalability

As the client's operations grew, they required a scalable support system. They needed a solution that could quickly adapt to the increasing demands of product development and manage expansion across numerous locations.

The client also needed a solution to streamline support and reduce the team's workloads.

That's when INTECH stepped in.

INTECH's Solution: Stabilizing Systems and Enabling Growth

To address the client's operational challenges and growing demands, INTECH designed and implemented a tailored L1/L2 support and maintenance framework.

Here are the key features:

24/7 Monitoring & Alerts Processing

- ▶ We implemented continuous, round-the-clock monitoring to detect and address performance issues before they escalated. Our support team efficiently processed alerts, minimizing downtime and maintaining system reliability.

Incident & Bug Resolution

- ▶ We swiftly addressed bugs and incidents, reducing delays in development and business operations. This proactive response ensured continuous progress without disruptions.

Request for Change (RFC) Analysis & Estimation

- ▶ We analyzed and estimated each RFC, evaluating feasibility and impact. This enabled us to prioritize and implement changes while maintaining system stability.

Efficient RFI Handling

- ▶ We streamlined the RFI (Request for Information) process, ensuring quick and accurate responses. This reduced turnaround times, helping the client stay responsive to external demands.

Custom Reporting

- ▶ We delivered real-time insights through comprehensive reporting on system performance, incidents, and service levels. This empowered the client to make data-driven decisions.

Seamless L2 Release Management

- ▶ We managed both production and test release deployments, ensuring thorough testing before each launch. This process kept updates stable and ensured smooth transitions.

Together, these services created a strong support ecosystem that reduced system-related disruptions.

Implementation Process

INTECH approached the implementation with a focus on stability, speed, and collaboration. Our goal was to deploy a seamless support system that integrated smoothly into the client's operations while laying a strong foundation for long-term growth.

Here is how we implemented the solution:

- 1 Discovery and Planning**

We began with an in-depth discovery phase to assess the client's IT landscape, support workflows, and performance challenges. Through close collaboration with internal teams, we identified inefficiencies in monitoring, incident handling, and release deployment that were impacting overall service quality and scalability.
- 2 Setup and Seamless Integration**

Once the roadmap was defined, we configured the technical environment to support a stable and scalable rollout. We built the foundation using Microsoft Windows Server for infrastructure stability, integrated Oracle to support the client's core databases, and aligned application support with Java and .NET frameworks.
- 3 Workflow Enablement**

To streamline issue tracking and change management, we set up Redmine as the central workflow tool, enabling full visibility across incidents, RFCs, and support activities. We also established reporting through SSRS, delivering real-time insights into system performance and support metrics.
- 4 Phased Rollout of Services**

We implemented L1 and L2 support services in structured phases, beginning with proactive monitoring and alert processing. This was followed by incident resolution, bug fixing, change implementation, and support at the infrastructure and database levels. Each deployment underwent thorough smoke testing to ensure functionality and stability before go-live.

With clear processes and team collaboration, INTECH delivered a future-ready support framework for reliability and continuous improvement.

Business Impact

The impact is clear across development cycles, team collaboration, and end-user experience.

Accelerated Development & Innovation:

Development cycles are streamlined, allowing for faster delivery of new features and updates.

Optimized Support Efficiency & Collaboration:

Improved workflows between L1, L2, and L3 teams boost collaboration, reduce response times, and enhance overall support management.

Increased Customer Satisfaction:

A proactive support approach leads to faster issue resolution and ensures consistent, high-quality service through continuous monitoring

These tangible results demonstrate how a strategic approach to IT support can transform business operations with the right tools.

Tools and Technologies Used

INTECH leveraged a powerful suite of industry-leading tools and technologies to deliver the solution:

- ✦ **Java:** Used for application development, providing flexibility and performance for core systems.
- ✦ **Microsoft .NET:** Supported the development of custom solutions, ensuring robust functionality.
- ✦ **Oracle:** Managed database operations, ensuring secure and reliable data storage and retrieval.
- ✦ **SQL Server Reporting Services (SSRS):** Enabled real-time reporting and data analysis for system performance and trends.
- ✦ **Microsoft Windows Server:** Provided a stable and secure environment for infrastructure and operations.
- ✦ **Redmine:** Streamlined incident tracking, change requests, and support management for improved workflow efficiency.