# Cognizant Technology

*An IBM cloud solution helps one customer reduce ticket volume by 80 percent*

## Overview

### The need

Jaideep Chatterjee, the director of the Application Value Management (AVM) Center of Excellence for Enterprise Application Services (EAS) at Cognizant Technology Solutions Corp., sought a robust, reliable and scalable AVM platform.

### The solution

Chatterjee installed IBM® SmartCloud® Control Desk software as the base platform for all AVM projects because it is designed for reliability and scalability.

### The benefit

The solution shows an 80 percent reduction in help-desk ticket volumes, and the mean time to resolve tickets decreases by nearly 40 percent in various industry studies.

As the director of the Application Value Management (AVM) Center of Excellence for Enterprise Application Services (EAS) at Cognizant Technology Solutions Corp., Jaideep Chatterjee says that AVM had become commoditized and competitive. With more than 1,000 customers in roughly 40 countries, Cognizant needed to stay ahead of competitors.

## Needing a robust platform for unique value

Cognizant faced challenges because customers' data was spread across disparate systems that couldn't communicate and provide insight. This situation affected the company's ability to provide customers with detailed metrics, service-level management, predictive analytics and knowledge management.

Cognizant needed to stand out against the competition and offer unique value to customers. Therefore, Chatterjee sought a robust, reliable and scalable platform to provide AVM services for enterprise-level applications.

*Jaideep Chatterjee, director of the Application Value Management Center of Excellence for EAS at Cognizant Technology Solutions Corp., is impressed with IBM SmartCloud Control Desk software. He says: "It's extremely well built, it's a certified product and it caters to all the business processes that are required when we cater to the application value management business."*

## Platform automates knowledge management

Cognizant installed IBM SmartCloud Control Desk software as the base platform for all AVM projects because, Chatterjee believes, it proved to be the best in terms of reliability and scalability. In addition, the solution consolidates data into a single location, which creates metrics and management capabilities.

Chatterjee further explains, "IBM SmartCloud Control Desk helped us to automate our knowledge management. It helped us to build very strong metrics and data for our future analytics also. And this is the reason why IBM SmartCloud Control Desk is the base on which we want to build our future value creation for our customers."

## Reduced ticket volumes, faster ticket times

With the IBM SmartCloud Control Desk solution, Cognizant endeavors to boost system performance and customer satisfaction. Industry studies have shown one customer has seen up to an 80 percent reduction in help-desk ticket volumes, and another customer cut the mean time to resolve tickets by nearly 40 percent. Chatterjee explains, "…that is a real value to the customers, because the tickets get solved faster and correctly the first time."

## Solution component

**Software**

• IBM® SmartCloud® Control Desk

## For more information

To learn more about IBM SmartCloud Control Desk software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

**ibm.com**/software/products/en/smartcloudcontroldesk