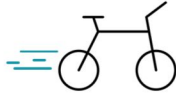


FSPL outperformed the competition with strong determination, unlearning and applying new thinking and leadership; further supported by investments made in the areas of Quality, Automation and setting up a Remote Infrastructure Management team to support our global aspirations.

All this and more has been a driving force, by the same vision to keep our Customer's Success ahead of us and providing measurable ROI in each engagement.

### THE JOURNEY



Publicis Groupe, had outsourced their IT to best-of-breed multiple service providers and also spent a lot of time defining each vendors responsibility and accountability. Even though solid contract with each provider were clearly defined, however getting work from different vendors was becoming tough, as they were not receiving appropriate and fast driven resolution on incidents raised.

FSPL was very prompt in grabbing this opportunity and quickly recommended multi-Pronged solution.

- Understanding and offering faster resolution on all their Technical and Service desk requests, including but not limited to, providing Help Desk Support, Remote Desk Support, Asset Management, Server & Network Support, Vendor Management, Escalation Management, Reporting.
- Assurance on high level of customer service, responsiveness and if required, local support that could travel to remote locations.
- Logging complaints from users on Help desk tool.
- Maintain and manage SLA, reducing resolution time.
- Continuous skill development of resources & retaining key resources.
- Constant resource and process review.
- Different expertise ways to use IT in order to improve efficiency of the organization.

Since then, Publicis Groupe has been an on-going project for FSPL, and yearly renewals are in place.

### THE OPPORTUNITIES



FSPL accelerates Publicis growth with the below mentioned services.



Helpdesk Management



Asset Management



Vendor Management



Remote Support Management



Onsite Desktop Support



Server Support



AV Management



Patch Management



SLA Management



Program Management

Further to above services, we offer Project Implementation, Hardware Deployment like Lenovo, HP, etc. Publicis also depends on FSPL for Passive Cabling, Storage Deployment, Active Directory Migration, Office Migration, Citrix Client Migration.

# MADE IT HAPPEN

FSPL Win Study

## HIGHLIGHTS

The key to success in service industry is giving your customers what they want, as they want it.

Once you know, what your customers really want and must have to be fully satisfied with your products & services, the next step is to "guarantee" you will deliver it each and every time.

Futuresoft Solutions has been pro-active and ensured that Publicis Groupe gets consistent, high quality service delivery based on set targets. Service guarantees are clearly articulated internal measurements, FSPL has always stayed in tune to their customers' requirements.

## TARGET VS ACHIEVED



The key USP's of this project deployment worth highlighting are :

- ✔ 100% resolution SLA for one year.
- ✔ Zero response breach in a year.
- ✔ More than 45% feedbacks received from customers in a year. (Set target was 20% of overall calls resolved)
- ✔ Customer survey rating of average 4.91 CSAT in a year. (Set target was 4.80)
- ✔ Average MTTR of 1.45 Hrs for one year. (Actual target was set at less than 3 hours)
- ✔ 100% successfully backups across India.
- ✔ Excellent and stable onsite engineer ratings in a year.
- ✔ Constant biweekly training based on (Induction, Policy & Process awareness, Verbiage, Effective communication, Behavior, Technical knowledge) for one year.

## CUSTOMER APPRECIATION

- ✔ Clear understanding of expectations.
- ✔ Support methodology defined in absolute terms.
- ✔ Deliverables mutually agreed upon.
- ✔ Constantly evolving resource and process reviews.
- ✔ Effective and Efficient reporting method.
- ✔ Flexibility.



**DONT WAIT FOR IT TO HAPPEN  
MAKE IT HAPPEN**

**CUSTOMER DELIGHT**

Since 2011, the client is enjoying the benefits of consistent high quality service delivery. This dependability leading to TRUST, has extended to other service offerings that come from FSPL's umbrella.

**"Customer delight is central to FSPL goals of every team member, Here our clients highlight the same"**



**PUBLICIS  
GROUPE**

“ I would term FSPL as "Instant changer". Since their capabilities can efficiently bring change as per requirement!

Their openness, readiness to take challenges and quickly adapting to the need of the hour, truly makes them a winning "PARTNER".

The best part of FSPL is its lean structure. This makes it easy for us to reach out to the right person effectively.

FSPL understands our need and delivers it efficiently.”

**Gerald D Almeida, is the Country Manager ( IT ) and he speaks on behalf of Resources India ( Publicis Groupe)**

**Publicis Groupe** is a global leader in marketing, communication, and business transformation, in a world marked by increased convergence and consumer empowerment.

Publicis Groupe accompanies clients through their business transformation, offering a full range of services and expertise across digital, technology, consulting, creative, corporate communications and public affairs, media strategy, planning and buying, healthcare communications and brand asset production.

Present in 108 countries, the Groupe employs more than 77,000 professionals.

**20 YEARS  
OF EXCELLENCE**



An achievement like this is a testimony of a great company - one that values its employees, customers, principles and other stakeholders. Let's celebrate the good news and share it with all.



Futuresoft is recognised as a Super50 solutions partner with capabilities to create solution & service model for new age enterprises, address their end-to-end needs, that makes them a software enabled digital organization.

**PARTNER-LED DELIVERY MODEL SUPPORTING 800+ LOCATIONS**

**250+**  
LOCATIONS IN  
**TIER-2 CITIES**

**200+**  
LOCATIONS IN  
**TIER-3 CITIES**

**300+**  
LOCATIONS IN  
**TIER-4 CITIES**

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