

A provider of water and coffee solutions to workplaces for their employees and customers. The company is headquartered in Switzerland and has operations in 18 countries.

Service Desk – field support

BUSINESS NEED

Rapid growth of the organization forced company to choose best partner for providing them field support services.

WHAT WE DID

- We are providing our support according to settlements with the customer.
- We are supporting every office in Warsaw.

EFFECTS

- KPI fulfilment.
- Building effective governance for the whole service.
- Ensuring business continuity.

TECHNOLOGIES

ITIL, ManageEngine SD +, MS Office



With over 2000 engineers,
Sii is the Top IT & Engineering services provider in Poland.