

60% EFFORT REDUCTION, 100% SLA, & GAINING TOMORROW

IT Infrastructure Management

ULTIMATE OUTSOURCING PAYBACK

With operations in 15 countries and a footprint in over 40 markets, Temera, the Beontag company, continues to grow as a trusted partner specialized in traceability and serialization for leading fashion and luxury brand.

By leveraging a range of IoT and blockchain technologies, Temera's solutions help trace all information and data related to the full product life cycle, including raw material sourcing, production, logistics and distribution, inventory management, sales, after-sales, and upcycling or end-of-life processes.

www.temera.it

FULFILLING TEMERA'S FORWARD LOOKING VISION

Liberate Internal IT to Focus Exclusively on Further Strategic Innovation

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|  <p>Continue to deliver elite service and user experiences to expanding portfolio of prestigious clients and end-users.</p> |  <p>Delegate the end-to-end infrastructure management of three business-critical software solutions.</p> |
|  <p>Strengthen operational resilience while constantly integrating latest technological advancements and findings.</p> |  <p>Introduce a global, around-the-clock, visibility incident management, and support.</p> |

DERIVABLES

Shaping Temera's IT Infrastructure & Operational Model, Together!

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|  <p>Governance for Clarity</p> <ul style="list-style-type: none"> • RACI Matrix. • Clear definition of phases, timeframes, and operational aspects. |  <p>Team Formation with Agile On-Demand Allocation</p> <ul style="list-style-type: none"> • Ready-to-scale, fully dedicated multidisciplinary team. • Reference points include, Service Manager, Account Manager, Operation Team Leader, and PM. |
|  <p>Engagement & Monitoring Underpinning Serviceability
24x7x365</p> <ul style="list-style-type: none"> • CloudWatch & Datadog |  <p>Proactivity Modernization Now on Autopilot</p> <p>Capacity planning, optimization & automation initiatives (IaC, Ansible), periodically recurring.</p> |
|  <p>Problem Management. Permanent & Proactive</p> <p>Eliminating repeat incidents through systemic diagnostics and permanent technical remediation.</p> |  <p>Infrastructure Incident Management Standardization</p> <ul style="list-style-type: none"> • Automated Ticketing System (ITSM). • 4 priority classifications. Low to crucial. Urgency and impact based. |
|  <p>Disciplined Service Management & Reporting</p> <ul style="list-style-type: none"> • Monthly & quarterly SAL reviews assessing process quality and the planned activity impact. • Ticket volume, MTTR, and root-cause trend analysis to spotlight inefficiencies. • Quantifying Business Impact Metrics. Presenting value delivered versus performance baselines. • Scheduled KPI compliance reports, SLAs, & XLAs. | |

OUTCOME

Envisaging Today, for Tomorrow

- 60% drop in overall infrastructure ticket volume.
- 100% SLA compliance maintained across hundreds of monthly requests.
- A concrete Follow-the-Sun model allowing near-real-time issue resolution.

Established the radical key enablers.
Now ready for future-state IT!



"Partnering with SORINT.lab has been a turning point for Temera's IT operations. By entrusting them with end-to-end infrastructure management, our internal team has been able to refocus on what truly matters: delivering strategic value and innovation for our clients. The results speak for themselves: a 60% reduction in ticketing volume, full SLA compliance, and near real-time incident resolution. But beyond the numbers, what we've built is a governance model that gives us confidence, visibility, and the agility to keep pace with an ever-evolving technology landscape."

Alessandro Ferri,
Operations Director at Temera