

We can do that.



consilium1

Resourcing & Managed Services: Global Help Desk Upgrade Project

As one of the world's largest companies, our client also had one of the world's largest, and most expensive, help desk support systems. We helped them improve the customer experience, cut costs, and improve productivity, with a streamlined, efficient, and up to 30% more helpful solution. | Problem solved.

Our client, one of the world's largest diversified technology, media, and financial services companies is focused on solving some of the world's toughest problems. With products and services ranging from aircraft engines, power generation, water processing, and security technology to medical imaging, business and consumer financing, media content, and industrial products, they serve customers in more than 100 countries and employ more than 304,000 people worldwide.

PROBLEM

Our client needed world-class support capabilities:

- Help Desk support was disparate across multiple locations.
- Support costs were escalating.
- Quality was inconsistent and service levels were below targeted standards.
- High ticket volume and complexity required numerous, highly skilled resources.
- Lack of automation and unified processes across divisions and locations added to inefficiency and recurring issues.

SOLUTION

The consilium1 team partnered with the client to enable a more effective solution:

- Assessed and implemented new technology. Infrastructure and application upgrades offered increased functionality and automation to begin streamlining processes and deliver faster, more effective support solutions.
- Standardized global processes. By creating standard procedures and processes across global sites, Help Desk ticket volumes were greatly reduced.
- Created customized solutions for engineering applications including an on-demand walk-up service. This "face-face" approach sped up the resolution of complex problems.
- Created and customized Help Desk tools. By creating a user-friendly ticket submission process and a customized self-help automated library of solutions to common problems, the customized tools benefited both users and IT support staff.
- Streamlined and automated process reduced the need for resources. Reclaimed resources were re-deployed to assist on strategic projects.

RESULTS

This comprehensive approach to a complex challenge delivered for our client in several ways:

- A follow-up assessment almost three years later revealed that the system was meeting SLAs at a 98% success rate.
- Ticket volumes were reduced by 25% across the organization.
- With reduced, but better equipped and more dedicated Help Desk staff, client enjoyed a 30% boost in service support levels and productivity.
- 40% cost savings contributed to an immediate ROI.
- Streamlined and unified solution was designed to scale with the organization..
- Platform can be easily implemented into new environments and deliver immediate benefits.

PARTNERS



For more information about c1, visit consilium1.com, call us 1-866-631-5494, or contact us at sales@consilium1.com.