

IT Helpdesk Implementation on Cloud

Client

A leading US public university with 23 campuses across California.

Business challenge

There was a need for a centralized function to act as the single point of contact for the customers' end-users who required IT assistance for the resolution of problems, concerns, questions and requests of IT services via telephone, and email for the Singapore region.

Approach

The solution was built with the 'TaaS' (Tech Support as a Service) framework, a comprehensive cloud based offering that automates, standardizes, transforms and consolidates enterprise IT infrastructure management and operations across the global enterprise in line with ITIL standards. It brings together process, people and technology innovation combined with AHT (Average Handle Time) and CSAT (Customer Satisfaction Score) measurement to deliver superior business value.

Results

- Centralized SPOC for all IT queries related to IT services for the client's customer
- Significant cost savings achieved through TaaS support
- Number of calls answered within 15 seconds: Target 95%; Achieved 100%
- 100% of severity 1 and 2 issues escalated within 10 minutes
- 100% of other issues escalated within 15 minutes

Business benefits

- Reduced complexity
- Cost reduction
- Less turnaround time
- High customer satisfaction

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