

National Wireless Network Provider Partners with ITS, Raising Service Desk Scores and Decreasing Request Downtime

Customer Challenge

After making the decision to outsource to an international service desk provider, a major national wireless network provider was experiencing challenges with the new service desk vendor. End users were struggling with the language barrier and were experiencing service delays from the vendor's lack of knowledge management and request documentation.

With no central point of storage or system organization, the company's technical support documents were hard to locate, causing service desk technicians to spend excessive amounts of time searching for answers. The ticketing system used also lacked organization and failed to include a method to specify why and end user needed help, causing requests to be frequently routed to departments incapable of handling the issue at first contact.

ITS Solution

As a leading national managed IT service provider, ITS understood that the responsibility of customer satisfaction didn't begin with improved service desk support. It started with a seamless transition from the customer's previous service desk provider so business could go on as usual without disruption.

ITS developed an integration plan to maintain frequent communication with the customer's project sponsors and provide timely reports on the transition. ITS transition consultants reviewed the company's service desk workflow, corrected inefficient procedures and trained technicians on the revised service processes. These consultants conducted thorough interviews with each branch of the company's service desk to determine areas of concern and receive feedback on potential service changes. Following the transition, ITS provided a service desk with:

- Onshore service: ITS service desks within the United States eliminated language barrier issues for end users.
- Organized knowledge management: The ITS myEnterprise Knowledge Base provided a central online point of storage for technical support reference articles, allowing technicians to easily search for necessary information.
- Documented service flow: ITS provided myEnterprise Portal, a ticketing system allowing end users to specify the exact nature of their technical support issue.

AT A GLANCE

- A national wireless network provider was experiencing challenges with their outsourced international service desk's language barrier and service delays due to poor knowledge management and request documentation
- Tickets were not being assigned correctly, increasing frustration and resolution time for end users
- The network company switched over to ITS for onshore service desk services eliminating the language barrier issue
- ITS implemented a knowledge management library and a documented service flow ticketing system, reducing downtime and increasing average customer service scores

Bottom-Line Success

After the transition from the customer's previous service desk supplier to the ITS service desk, they immediately experienced reduced service times. By utilizing the ITS myEnterprise Portal ticketing system, end user service requests were sent directly to the appropriate technician level, eliminating the downtime previously faced when requests were inaccurately routed.

Also, customer satisfaction ratings quickly improved. Prior to the transition, average customer service scores fell within the 7-8 scoring range for agent knowledge, friendliness, overall satisfaction and timely service. After transitioning to the ITS service desk, those rates increased to a range of 9-10.

To learn how ITS can impact your bottom line, visit www.innovativetech.com

877.503.4777 | info@innovativetech.com