

## IT Managed Services Solution

## The New Year Brings Enhanced ITS Service Desk Support, Improving Call Response Times by 82%

### CUSTOMER CHALLENGE

It happens every year. After the long holiday break, employees of one multinational equipment manufacturing company return to work—and promptly call their company’s IT service desk. By the hundreds, workers phone in for reasons ranging from simple password resets to complex software issues.

“On that one day, January 2, our service desk personnel will field a week’s worth of typical call volume,” said Matt Ferry, ITS Site Operations Manager. “It’s basically our version of the holiday rush.”

As the manufacturer’s outsourced IT service desk management provider, Innovative Technology Solutions (ITS) is committed to prompt technical support at the highest levels of efficiency. Recently ITS brought its focus on continuous improvement to the forefront, with the goal of making the start of the new year a happy and productive one for this client’s end users.

### ITS SOLUTION

ITS cross-trains its agents on multiple customer accounts, so it is able to add personnel quickly in case of a call surge—an advantage it put to use to meet this manufacturer’s one-day needs. Agents are supported by a knowledge base that is customized to quickly find solutions for a customer’s unique infrastructure. “These practices help our agents respond faster, particularly because they are exposed to multiple environments and applications,” noted Ferry.

Supported by the latest technology to view, analyze, and predict call trends, ITS management was able to schedule accurately so an appropriate number of agents were available to handle the increased call volume. Thanks to its multiple U.S. locations and ability to pull agents from across the company, ITS was able to assign resources globally, on a 24/7 basis.

“Our goal in everything we do is to help our clients’ employees get back to work as quickly as possible,” stated John Raos, Vice President of Operations, ITS. “This was a case of strategically analyzing years past, and then planning and executing our resources appropriately to provide the highest level of service our customer expects.”

### AT A GLANCE

- Major multinational equipment manufacturer
- 25%+ surge in IT service desk calls in beginning of New Year
- ITS applies dynamic agent staffing capabilities allowing for 120%+ workload and schedule flexibility within 1 month
- Predictive analytics assist in accurate scheduling to meet 100% of SLA’s
- Average speed of answer rates improve by 82%
- Fastest ever average call handling times

### BOTTOM-LINE SUCCESS

With ITS’ full support, the manufacturer’s workforce started its year off on the right foot. Average wait times dropped over the prior year by 66%, and the rate of abandoned calls dropped by 72%. Calls were answered 82% faster—and average call total handling time was its quickest to date.

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– John Raos, Vice President of Operations, ITS

To learn how ITS can impact your bottom line, visit [www.innovativetech.com](http://www.innovativetech.com)

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