



Allied's Out-Of-Hours Support for Oxfam Enables Seamless Adherence to Global IT Support Helpdesk Needs



About our Client

Oxfam is an international confederation of 15 organisations with a presence in 98 countries, working towards improving the lives of poor people. The Oxfam International Secretariat leads facilitates and supports collaboration between its affiliates to increase Oxfam's impact on poverty and injustice through advocacy campaigns, development programmes and emergency response systems.

The Scenario

The helpdesk operations were being managed by a 3rd party service provider who was unable to meet the agreed SLAs and offer a 24x7 Support solution. The Out-of-Hours support was being managed by the duty manager. Since the duty manager was working on a shift-basis, consistent support was not available. Oxfam wanted to enhance their current service levels by including global 24x7 helpdesk support as well as.

Business Challenge

To set up a formal, Out-of-hours support system adhering to the client's support requirements. Our services would complement Oxfam's in-house support team, allowing them to offer truly global 24x7 IT support solutions to their clients worldwide.

The Solution

The challenges and issues faced by the client were identified after an initial assessment, and a formal transition plan was developed. A transition manager was assigned the task of defining and implementing the entire transition process from the perspective of -

- a) Scope of activities expected to be delivered by Allied
- b) Completing documentation that may assist/ accelerate future scope of service

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CLIENT

Oxfam

CHALLENGE

Deliver a professional Out-Of-Hours Support solution that adheres to tight SLAs

SOLUTION

Allied designed quality processes and setup a robust Out-Of-Hours team to meet operational challenges

RESULT

Consistently delivered to SLAs with a success rate of 90%!

The Go-Live date was identified and the project plans were worked backwards to meet the milestone. The support service involved the three key elements People, Process and Technology. During the due diligence phase, the technology solutions were provided and managed by our technical expert, while the process activities were identified by our transition manager. People were sourced by the recruitment team. The teams worked on rotation basis to provide coverage during non-business hours.

Allied used its extensive experience to create the Out-of-Hours support processes. These included systematic methodologies to understand client requirements and time sensitive processes to adhere to Priority 1 escalations. Reporting is done on a daily basis and a consolidated weekly report is created which addresses any key issues/challenges faced during the week. Regular service review meetings are held to discuss progress, ensuring good communication is maintained throughout the business.

The Result

Allied's Out-of-Hours Offsite Service Desk provides 1st line IT support services for Oxfam staff and clients globally, 7 days a week. On an average, 500 incidents are successfully coordinated each month. Our competent and appropriately trained support professionals have consistently met the SLAs in terms of the service quality as well as timescales. Results have consistently improved each month since the commencement of service and gradually achieved 90% success rate.

With the help of Allied's Out-Of-Hours support services, Oxfam is now a global business offering 24x7 IT services. All processes are formally documented allowing for better functionality.

Customers are now responded to 24x7, and P1 & P2 queries are dealt with more effectively resulting in increased customer satisfaction. The client is extremely satisfied with our service levels. With support services being delivered offsite via our Global Service Desk, Oxfam does not need to be open Out of Hours, resulting in significant cost savings.

Allied Worldwide is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focused CTOs and CIOs. Our solutions are flexible and innovative. This enables high performance business solutions against ever decreasing time scales

Results

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Allied Worldwide Ltd.

Allied is a Microsoft Gold partner in the Devices and Deployment Competency and a Microsoft Silver partner in the Server Platform Competency.

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