



## Major Telecommunication Company Maximises End-user Productivity using Helpdesk Support Services

Allied's 24x7 Helpdesk Support Services and Flexible IT Resource solutions helped our client to maximise end-user productivity and improve the efficiency of their existing IT resources leading to higher levels of customer service.

### CLIENT

Major Telecommunication Company

### CHALLENGE

Comprehensive framework for dedicated and flexible helpdesk support

### SOLUTION

24x7 Helpdesk Support Services and flexible resources

### RESULT

Improved end-user productivity and higher customer service levels

### About our Client

Our client is a major telecommunications company with widespread operations and an ever increasing number of end-users.

### The Scenario

The helpdesk operations were being managed by the company's MIS department who were finding it difficult to meet expected service levels. They required a solution that would effectively address their varying requirements in the IT helpdesk function, PC hardware maintenance, server administration and desktop development.

### Business Challenge

A number of problem areas were identified within the MIS department, such as:

- Ambiguous Service Level Agreements (SLAs)
- Decreasing customer service levels
- Inability to effectively monitor, control, prioritise and assign calls
- Failure to maintain required levels of accuracy in reports
- Lack of universal helpdesk procedures
- Inadequate capacity to meet additional resource requirements

### The Solution

A 'health check audit' was carried out within the MIS department which enabled us to identify problems hindering the maximisation of efficiency. We designed a support contract which took into account the department's strengths and weaknesses and provided the expertise and resources

needed for improvement. A Project Implementation Manager from Allied worked closely with the managers to ascertain realistic service levels. Discussions between managers and end-users resulted in a consensus regarding the service levels. The implementation of formal documented SLAs greatly reduced confusion with regard to service expectations between the department, end-users and external third parties, which in turn ensured that end-users received appropriate responses and resolutions every time.

The existing help desk procedures were evaluated and the processes needed to deliver a fully comprehensive service were defined and implemented. The call logging procedure was reworked to avoid duplication and to improve the accuracy of reports for statistical analysis, facilitating efficient monitoring and control of calls and greatly improving user confidence in the helpdesk system. A call vetting system was introduced which enabled calls to be prioritised and assigned to the most appropriate individual. This resulted in greater productivity and ensured the optimal use of technical resources. In addition, comprehensive training was provided for the existing team.

The actual number of people required to provide support to the helpdesk varied between eight and fourteen heads. With such a variance in staff requirements, we recommended our Flexible IT Resource solutions, giving our client the option to adjust the number of staff available, in harmony with the peaks and troughs in their business.

### The Result

Allied provided the client with a number of IT support functions such as, complete support of their IT helpdesk function, PC hardware maintenance, server administration and desktop development.

The definition and implementation of formalised help desk procedures, training and provision of extra resources helped our client to improve the efficiency and effectiveness of their existing IT resources, in dealing with both reactive and proactive requirements. This was achieved whilst maximising end user productivity and achieving higher levels of customer service.

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Allied Worldwide Ltd. Network House, Bridge Street, High Wycombe Bucks. HP11 2EL, United Kingdom.  
Tel: + 44 (0) 1494 532751, Email: [marketing@alliedworldwide.com](mailto:marketing@alliedworldwide.com), Web: [www.alliedworldwide.com](http://www.alliedworldwide.com)