

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

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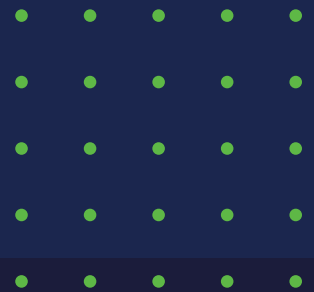
RESULTS

- 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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