

IT Infrastructure Services

- Onsite Service Desk
- Onsite Hardware and Software Support
- Continual Service Improvement
- Install, Move, Add, Change

Results

Cost Improvement

\$10 million in cost savings over five years through application of Continual Service Improvement and Shift Left methodologies

Productivity

- Ticket Management

65% overall reduction, and 40% reduction in Password Reset call volume

- Ticket Escalation

40% reduction in tickets requiring costly L3 support

- Access Management

67% time reduction through automation of manual processes and user enablement

End user Satisfaction

Consistent attainment of 4.6 to 4.9 (on a 5 point scale)

Client Profile

The client is an independent global energy exploration and production company headquartered in the southwestern United States with operations in North America, Europe and Africa.

A global oversupply of crude oil prompted many domestic energy producers to rationalize operations to align themselves with market conditions. The client believed its service desk could be operated more cost-effectively and at a higher level of service quality.

The company based its selection of a new service provider upon several key criteria, including Gartner End User Outsourcing Magic Quadrant recognition, top tier industry referrals, and a demonstrated track record using Continual Service Improvement to drive innovation, quality and productivity.*

The Challenge

Remote Location The service desk was located in another state, at the incumbent service provider's facility far from the client's corporate headquarters. The client believed that only by relocating the desk to its location could it improve service and support for its 1,500 end users, provide adequate training, and improve coordination with the on-site deskside support staff.

Cost Improvement The client suspected, correctly as it turned out, it was paying above market rates for remote service desk support. Furthermore, managers sought to drive out unnecessary support costs by reducing service desk call volume and the number of escalated tickets.

Business Knowledge Managers observed that service desk associates lacked a basic understanding of the business to appropriately support the global diversity of its employees, ranging from remote, field-based users (e.g., workers monitoring gas pressures at wellheads using company-developed applications on ruggedized mobile devices), to corporate users with specialized applications inside its 27-floor office tower.

Customer Satisfaction The combination of remote service desk and poor service quality, as evidenced by lost tickets, unresponsive service, inconsistent follow-up, and general lack of coordination between the Service Desk and Deskside Support, all contributed to low end user satisfaction.

The Solution

Pomeroy applied Continual Service Improvement to analyze service desk and deskside support processes and identify opportunities to improve productivity and quality, and reduce costs.

- **Establish On-site Service Desk and Single Point of Contact** Pomeroy redesigned the desk to integrate support for all user technology, applications and deskside support including the re-badging and performance management of 20 analysts, deskside support technicians and service desk manager.
- **Implement Shift Left – Self Service Model** to enable users and reduce support costs through end user self-service training, promotion and educational materials, automation of cumbersome access management processes, and overdue updating of the Knowledge Base tool.
- **Achieve Business Knowledge Competencies** Sixty days from Go-live, team members began training and testing on their understanding of the client's business, global operations and specialized applications, user roles, personas and technical support requirements.
- **Adopt a New Customer Service Model** to include walk-up service kiosk for on-the-spot, one on one technician service, new device orientation, issue resolution, mobile device troubleshooting, and white glove executive services.

The Results

Cost Improvement \$10 million in cost reductions over five years through the application of Continual Service Improvement, adoption of Shift Left methodologies, and redesign of service desk processes.

Productivity

- **Ticket Management:** 65% reduction overall, and 40% reduction in Password Reset call volume through Shift Left practices.
- **Ticket Escalation:** 40% reduction in escalated tickets requiring costly L3 support by client IT personnel, achieved through improved coordination between service desk and deskside support.
- **Access Management:** 67% time reduction through automation of processes and enablement of self service capabilities.

End user Satisfaction Consistent attainment of 4.6 to 4.9 (on a 5 point scale), represents dramatic improvement over historical satisfaction levels.

The Value

Pomeroy deployed its framework for performance optimization that ensured establishment of a more effective and customer-oriented service desk.

Application of Continual Service Improvement and Shift Left methodologies made possible the fulfillment of client must-haves in terms of improved productivity, customer service and user satisfaction at a significantly reduced cost without sacrifice to service quality.