



G L O B A L
Help Desk Services

When Flexibility Is Critical for Help Desk Support

Executive Overview



Challenge

- Match staffing with overnight calls due to a high volatile volume.
- Compatibility with existing workflows and ticketing system.

Solution

- Flexibility; Thorough onboarding process; Ensuring high standard of customer services; High ability to handle technical issues.

Results

- Dramatically improved customer service and staffing concerns.
- After 6 months, increased help desk responsibilities from overnight overflow volume to weekend support as well.

A Fortune 100 financial services organization that provides retirement solutions to nearly 4 million active and retired employees in academic, research, medical, and cultural fields.

As the firm continues to grow, they however, were still struggling with scalability issues and finding a reliable vendor that would willingly use their ticketing system.

Ultimately, Global Help Desk was able to erase their struggles by properly staffing their overnight coverage and improve customer service and staffing concerns. Even though the volume of calls can be variable, Global was able to manage it all and while keeping queue times at a stable minimum.

Here is their help desk story...

Business Challenge

The client maintained their call center in-house yet struggled to match staffing with overnight call volumes. Staff would frequently sit idle during slow periods, only to suddenly be swamped with multiple calls coming in simultaneously. One potential solution was a hybrid model of services that leveraged in-house staff during more predictable daytime hours but relied on outsourced staff during volatile nighttime hours.

Unfortunately, the client initially selected an external help desk provider that did not deliver as expected. Of top importance was a provider that could work within their existing workflows and ticketing system. Because this system validates caller identities, bringing in an outside system could put security at risk. Although sales reps for the provider promised again and again that they could customize their processes to accommodate the company's existing systems, the reality turned out to be quite different.

Despite the promises made during sales conversations, the provider was in fact unable to work with any ticketing system other than their own. This inflexibility proved to be a deal breaker, and the client realized it would need to find a new vendor.

Solution

Global Help Desk Services (GHDSi) had been on the company's short list since the beginning, and GHDSi smartly stayed in close contact with them. After a few more conversations, the client quickly realized that GHDSi was the right choice for multiple reasons.

Flexibility

After their difficulties with the previous vendor, the client was eager to know that GHDSi would work with their ticketing system and integrate smoothly with their existing workflow processes. GHDSi was able to meet all of these requirements easily, delivering a hassle-free experience for the client. GHDSi now connects into the client's environment using virtual desktop sessions, which allows them to use the client's ticketing system and validate users securely.

Thorough Onboarding Process

As they geared up to go live, two GHDSi representatives collaborated on-site with the client for a week, reviewing processes and mapping out documentation. This extra attention ensured a smooth implementation of GHDSi's services and gave the client confidence that they were in good hands. It also paved the way for a successful relationship built on trust, understanding and transparency.

Customer Service

This is where GHDSi really shined. Customer service is a critical issue for the client, and they needed a help desk vendor capable of delivering to their standards. GHDSi shares this customer focus, ensuring a consistently positive attitude that put the client's customers at ease and created an overwhelmingly positive experience.

Technical Expertise

Approximately 80% of the client's overnight calls are focused on technical issues, with questions on resetting passwords, solving connectivity challenges or accessing data on the virtual desktop platform. GHDSi is more than able to handle these calls, making them the ideal partner for a technical help desk solution.

Results

With GHDSi, overnight shift staffing challenges evaporated and calls are answered at a consistent rate, regardless of call volume. When calls increase, the client relies on GHDSi's bench of analysts to pick up the overflow, but because GHDSi charges per ticket, the client is not overcharged when volume is low.

This setup has certainly improved customer service and staffing concerns. But more than that, it's given the client a scalable solution that sets them up for the future. "We were having challenges with the proper coverage as the company grew," explains the client's Senior Manager for Service Desk Production Services. "I think it would have only become more difficult for us. Now we have GHDSi to grow with us and help us scale." He goes on to say that GHDSi is "just the perfect match of customer service, technical strength and flexibility. It's very hard to find a vendor that does all three of these things well. GHDSi meets these criteria, which is key."

"[GHDSi is] just the perfect match of customer service, technical strength and flexibility."

The relationship has been so successful that after just six months, the client hired GHDSi to take over weekend support as well. The client's service desk manager adds, "I think that speaks volumes to the service they provide. GHDSi has been the perfect partner for us."



www.ghdsi.com

800.770.1075

How Many Help Desk Challenges Are You Facing Today?

- **Service Levels**

Surprisingly, few organizations have service levels, and the ones that do are used primarily in a contractual sense.

- **Coverage**

You'd like to expand coverage hours but cannot justify the headcount cost internally.

- **Customer Satisfaction**

Complaints about availability and resolution.

- **Best Practices & Expert Tools**

Critical tools, processes and practices are not in place "inspect what you expect".

- **Staff Turnover**

Frequent hiring and training at the help desk.

- **Multi-Roles**

Existing help desk staff have non-help desk duties – compromising their productivity and satisfaction standards.

- **Skillset**

Due to above need for handling multiple roles, help desk specific skills become minimized or are non-existent.

- **Scalability**

You are growing at a level that is outpacing the ability of the help desk to staff and maintain satisfactory service levels.

- **New Rollout**

New technology and applications are stressing help desk resources.

www.ghdsi.com

800.770.1075



G L O B A L
Help Desk Services

2080 Silas Deane Highway, Rocky Hill, CT 06067

