



Case Study

DEMANDING THE BEST FROM HELP DESK OPERATIONS

RETAIL INDUSTRY

HELP DESK EXPERTS

Clients demand a lot from their interior designer, particularly when it comes to accessibility and accountability. One of the largest furniture and design companies in the US, felt the same way when it first decided to outsource its help desk operations. Looking to free up internal IT team members from the time-intensive demands of staffing a help desk, the growing \$980 million company knew it would need a partner committed to the same level of service.

Global Help Desk Solutions (GHDSi), helped the furniture retail giant maintain its hard-earned reputation for outstanding customer service while also better allocating and utilizing its in-house technology resources. ,

EXECUTIVE OVERVIEW

- One of the largest furniture retail stores in the industry
- Nearly 300 stores across North America & UK
- Annual Revenue: \$755M
- Employees: 5,000

THERE WHEN NEEDED

Although many factors drove the need for outsourcing, obtaining the appropriate level of coverage would be critical. “Availability was a big issue for us,” says Mike, the Director of Retail Systems. “We had reasonable coverage with our people most of the time, but there were some very thin periods. We really needed to expand across weekends, which are the most important times for our retail business, as well as some of the holidays.” GHDSi delivered help desk coverage during the hours most critical to the company’s user base, alleviating Mike’s chief concern.

Mike was also looking for a US-based operation that wouldn’t run into any language issues, as well as a partner that was familiar with industry best practices surrounding the management of sensitive customer data such as credit card numbers. GHDSi was again able to hit all of these crucial marks for the company.

STEPPING UP

Because the furniture retail company had been so diligent about building a top notch help desk of its own over the years, the company was naturally somewhat hesitant to suddenly turn over the reins to an outside provider. What if something were to go wrong? Would this partner step up and do what it took to make things right, or would it make excuses and thereby damage the reputation the company had worked so hard to attain?



Once more, GHDSi demonstrated its mettle, consistently earning raves from Mike and his team for its professionalism and accountability under any and all circumstances.

“My users are thrilled with the level of detail and the nature of the attention they’re getting,” Mike says. “They’re not being talked down to—it’s a partnership. All of Global Help Desk’s levels of management are very responsive to us. They jump on any problem, follow up on the reporting requirements and make the issue go away.”

A PARTNERSHIP BY DESIGN

It is that kind of dedication to a true partnership that made this furniture retail giant realize that it made the right decision in choosing GHDSi. The company can now free up its in-house technicians for work on more complicated tasks as the demands of rapid growth continue.

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Moreover, Mike is thrilled to have the peace of mind that comes from knowing his enterprise will continue to provide the world class service with which it has long been associated. From accessibility to accountability, GHDSi has been there to get the job done right for the furniture enterprise.

“We looked at a couple of other providers, but it didn’t seem like any of the others came even close to what Global Help Desk had available,” Mike notes. “They have shown us the way a real help desk should be run, as far as the reporting, the metrics and how we should be structuring ourselves. If someone had the same needs we had, I think Global Help Desk would be a great option.”

THE GHDSI DIFFERENCE

- Guaranteed Service Levels
- White Label Service
- Blended Level 1 and Level 2 Support, for increased customer satisfaction
- US Agents 24 x 7 x 365.
- Continuous Improvement Process
- Quality Assurance Program
- Comprehensive Reporting
- Category Breakdown Reports
- Customer Satisfaction Ratings
- Monthly Incident Detail Reports
- Service Level Reports
- ACD Reports

FOR MORE INFORMATION ON GLOBAL HELP DESK SERVICES

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OR CALL 800.770.1075 TO SPEAK WITH OUR SALES TEAM