
Case Study: Help Desk Turnaround for a Major Organization

Challenge:
The Help Desk incumbent was unable to meet user needs in a timely manner and provided no means of managing the help desk services.

Our new client was experiencing escalating IT system outages, unresolved user problems and escalating costs. This was due to several issues including lack of reporting mechanisms such as volume, type, trends, repeat callers and number of problem tickets. Also, there was no process or procedural documentation, no change control management, metrics production or review, and insufficient problem and incident handling software resulting in reporting that showed the number of users being supported was 5000 when there were actually 20,000 users. This caused SLAs to be artificially set too low and resulted in user dissatisfaction as well as most trouble calls not even being logged. The incumbent vendor provided no SME support so all problems had to be contracted out. This resulted in user problems not being fixed, modernization projects and installations being delayed or not started, a backlog of critical security projects as well as severe impact on the users in completing projects that required the use of IT resources. The incumbent provided a minimal help desk but provided no real service. Our client decided to replace the incumbent vendor with VisionIT in order to correct the many identified deficiencies.

Solution:
VisionIT Implemented a state of the art centralized help desk using standardized processes, procedures and software.

VisionIT assembled two teams for the engagement, an analysis team and a transition team. An account manager and technical writer were also assigned to work with the teams.

The analysis team began by conducting a full assessment of the environment using standardized forms and templates. Key personnel and employees were interviewed utilizing a predefined format. Using the output of the research, a help desk design document was produced which included sections on incident tracking, call routing, staffing, scheduling and management.

Following the assessment the transition team began implementing the required changes. This phase included installing and customizing new incident tracking tools, producing technical documentation on processes and procedures, producing daily, weekly and monthly reports and metrics for management review, implementing a change control process and other ITIL based processes.

Results:

Reduced average incident wait time from 1000 seconds to 100 seconds.

Due to a highly available, well trained, centralized help desk staff and the addition of level 2 SME support, our client achieved a **10 fold reduction** in response time to help desk calls. VisionIT also achieved a first call closure rate in the upper **90 percentile**. The implementation of a customer survey ranking help desk satisfaction from 0 to 5 found the average rating for the help desk was greater than 4.5 out of 5 over a 2 year period of time.

Prior to the centralized help desk implementation, there were on average, 12 to 14 outages **daily**. After the implementation of a centralized help desk the average outage rate was 1 or 2 a **week**.

The VisionIT produced management dashboard now allows us and our client to know the health of the IT systems on any given day and at any given time.

Using a root cause analysis approach to incidents has enabled VisionIT to recommend and implement changes in the IT infrastructure as well as business support software and processes that increased the efficiency and reduced the costs of the client's IT systems. VisionIT furnished our client with a state of the art help desk that focused on service to the end user and our client.

The VisionIT Difference.

A position of leadership and innovation is maintained through constant monitoring of operations, ensuring quality service and continuous improvement. We strive to remain unique in today's marketplace; we deliver world-class service to our customers.