



## Case Study – Technology Help Desk

### Design / Consumer Retail Product

The client is a retail and design company with activities in the following categories:

- Retailing Bricks and clicks
- Design and Manufacturing

#### Business Issue

The client faced significant growth, both in central and decentralized locations. The client was extending both products and geographies. The ability to continue growth was influenced by the ability of internal technology implementation and support. This organization had weak capabilities to deploy basic or ERP software and wanted to shift from ongoing emergency technology service to a professional technology deployment and service capability.

#### Solution

The company sought assistance in defining process and technology components necessary to provide appropriate levels of service. The company also asked the team to implement process and technology recommendations.

#### Client Value Delivered

The team delivered the following results to the client:

- Complete current state assessment, gap analysis and implementation workplan
- Defined basic transaction process model, technology requirements, knowledge management processes, escalation processes, workforce management planning, Customer Satisfaction Survey processes and an organizational model
- Implemented the new processes and upgraded incumbent technology to support the new processes, including complete multi-level management reporting
- Accomplished 25% improvement in technician productivity, 30% improvement in measured customer satisfaction and extended the number of technology products supported

#### Other Selected Clients

Additional clients for whom we have performed comparable engagements include:

- Large International Professional Services Firm
- Large National Radio and Billboard Advertising Company