



Case Study

TEKsystems' 24x7 on-site help desk keeps end users of a large U.S.-based energy provider focused on business and not IT issues

Client:
A large supplier of electricity

Industry:
Energy/Utilities

Service Offering:
Global Services
- Help Desk Services



The Situation: One of the nation's largest competitive suppliers of electricity is a conglomerate of companies with a wide array of IT needs. Based out of the eastern United States, a part of the customer's IT Service Center provides "triage" support for all general IT needs of its end user community. The Center operates Monday – Friday from 6:00 a.m. to 11:00 p.m. and Saturday – Sunday 6:30 a.m. to 6:30 p.m. End users may report incidents either by calling the Center or by opening a ticket themselves through an online mechanism.

The Challenge: The client implemented a policy that limited the amount of time contract employees could remain on staff. Recognizing that any resulting instability of the center would affect the quality of end user support and end user satisfaction, they issued an RFP to explore outsourcing options.

The client was pleased with the service that the Center had been providing. As with most organizations, the client was concerned that giving control to an outside vendor would cause a decline in service along with a significant increase in cost.

The Response: TEKsystems® developed a co-sourced solution that allowed the client and TEKsystems to share responsibility for the day-to-day management of the Center. Through this management model, the client could maintain control of the Center's operations while simultaneously benefiting from TEKsystems' experience. Together TEKsystems and the client would work toward continuous improvement.

TEKsystems' proposed team model mirrored the model already in place prior to co-sourcing and proven to be successful; both organizations wanted to maintain that success. To address the concern about attrition and the stability of the Center while keeping costs low, TEKsystems chose to use a blend of internal full-time and contract employees. The level of full-time employees would establish continuity at the Center, while the contract employees would provide flexibility and reduce cost.

The Result: The client awarded TEKsystems a one-year contract in 2006. Within six weeks, TEKsystems began to provide support for all general IT



issues. TEKsystems' solution maintained the already successful performance of the Center while easing the management burden of the client's new policy. In 2007 the client renewed the contract for three years.

Today, the Center responds to an average of eighty-five hundred incidents per month and meets all service levels with an end user customer satisfaction rating that averages 92 percent. Comments given by the end users also reflect a high level of satisfaction:

"The technician was able to help me quickly get back in to the program and took the time to help me understand how to prevent the problem from re-occurring. Of equal importance was how quickly they called after I sent the request for help. THANK YOU!!!"

"Every time I call the support center I am always pleased with the help they offer."

"Quick, prompt, and courteous...as always. I have worked for several companies over the years, and the [client] IT support is the best in terms of responsiveness and in the professional, friendly service."

The Technology: The technology used by the Center is provided by the customer: Call ticketing system: BMC® Service Desk Express Suite