



Case Study

TEKsystems' 24x7 on-site help desk manages 7,500 incidents monthly for a large U.S. legal firm

Client:

A large international business law firm

Industry:

Legal Services

Service:

Global Services

- Help Desk Services



The Situation: A leading international business law firm has relied on the ability to access, assimilate, and distribute data to maintain its competitive edge. IT issues must be addressed quickly, and the firm provided IT support to its end user community through a decentralized help desk dispersed across four offices. During business hours, users reported issues by telephone, email, or walk-in to the nearest help desk; after business hours, users received support through a combination of telephone and emergency pager assistance.

The Challenge: In 2003, the firm's leadership wanted to explore the possibility of outsourcing its help desk services to contain IT costs and to improve on its internal customer satisfaction levels. As with most organizations researching its options, the firm was concerned about the well-being of its employees who would be released as a result of outsourcing, as well as the team morale of those who would not be released. The firm was open to a variety of solutions and asked vendors to provide recommendations based on their expertise.

The Response: TEKsystems® proposed a consolidated, centralized help desk that would provide service from the firm's headquarters on the east coast. Leveraging shared facilities, tools, technical resources, and knowledge to resolve similar issues would not only contain IT costs but would also allow the help desk to more quickly and accurately respond to changes in the environment. A single manager directly overseeing the service delivery would eliminate the possibility of misinterpretations of processes by managers in other sites, resulting in more consistent service across the desk.

During the transition of responsibilities, TEKsystems worked with the firm to design an implementation strategy. This included documenting and analyzing standard operating procedures (SOP), restructuring the firm's incident management system, developing inter-team communication and process plans for all IT-related issues, and building the help desk team. While the centralization of the help desk attributed to cost savings, it also meant the displacement of help desk analysts. To ease the transition of these employees, TEKsystems offered an outplacement plan that took full advantage of TEKsystems' powerful placement capabilities.

The firm expected that outsourcing such a high-profile service would result in internal negative perceptions of the new service, regardless of the quality of service provided. To address this concern, TEKsystems and



the firm's leadership teams launched an executive campaign to market TEKsystems' help desk services throughout the firm's community prior to the "go live" date.

The Result: TEKsystems began supporting the firm's end user community in 2004. The help desk has since grown to provide live support to the end users 24x7, and service level expectations have been modified to meet the firm's changing needs. TEKsystems' help desk model ideally suits the dynamic needs of the firm's end user community, which recognizes the help desk with a customer satisfaction rating unprecedented in the firm's history.

The firm has experienced tremendous growth both internally and through mergers, and TEKsystems has adjusted to address the needs resulting from each merger while consistently meeting expected service levels. In 2004 the help desk supported approximately two thousand users; today the help desk supports approximately thirty-five hundred users, who report seventy-five hundred inbound interactions per month.

Mindful that the help desk is a component of the firm's overall IT function, TEKsystems and the firm work together to ensure the end user community is provided with the highest quality support. Throughout 2007, the help desk achieved service levels of 92 percent or greater in all categories.

End User Feedback: The voice of the end users themselves may be the best measurement about the quality of service we provide. TEKsystems and the firm monitor end user satisfaction through individual surveys. Recently, a few had this to say for our service:

"I have nothing but wonderful comments to say about the stellar service I received from the staff on the Help Desk. I couldn't function without them and sincerely hope that I never have to try. Thank you again to all of you for your amazing assistance."

"Excellent service, as always. The help desk is EXTREMELY helpful AND efficient!"

The Technology:

Ticketing System: BMC® Remedy® IT Service Management
ACD: Nortel® Symposium
Telephones: Cisco® Voice over IP