



Case Study

Large utility management company awarded multi-year partnership for nationwide state-of-the-art operational support

Client:
A Large Utility Management Company

Industry:
Utilities

Service Offering:
Component Services
- Support Services
- Consolidated Services Desk



The Situation: A large utility management company was looking for an outsourcing partner to provide single point-of-contact support for its 3,200 end users. The client, based in the upper Midwest, brings a unique business model to the utility market. Each plant owner continues to own and market power produced by its nuclear units and also remains financially responsible for its units' operating and maintenance costs. Units are operated by existing employees and collaborate with the client for strategic direction and oversight. The client's involvement focuses on improving operational performance and sustaining long-term safety and reliability levels at each site. Utility companies can join or contract with the client to manage their plants without selling their nuclear assets.

The Challenge: As with any company, success and growth often bring a whole new set of challenges, and the client found itself faced with increasing end user demand for around-the-clock support. End users are located in a four state area among the six nuclear plants that the company operates. Due in part to the inconsistencies of weather and its effects on the utility industry, it was very likely that support would be needed at odd hours. The client also wanted end user support to be consistent and documented, so as to better answer the needs of its operating units.

The Response: The client learned of TEKsystems'® state-of-the-art Enterprise Support Center (ESC), and was very interested in its ability to provide consistent, high-quality support to nationwide locations. The client was also impressed with TEKsystems' stable, low turnover helpdesk model, the Consolidated Services Desk (CSD) and dedicated account manager, and thus engaged TEKsystems for a multi-year partnership. TEKsystems began the engagement with transition services by mapping the services required to support the client's vision for end user support. Current support includes ERP password resets, unlocking accounts, call overflow, and after-hours support for commercial off-the-shelf and core applications. TEKsystems currently fields an average of 500 incidents per month for the client and provides monthly status update meetings.



The Result: As a premier provider of technology staffing and services, TEKsystems' support has enabled the client to focus its time and efforts on the strategic technology initiatives that are tied to the success of its business goals. TEKsystems' CSD acts as an IT helpdesk staffing hotline that is staffed 24/7/365 and available by phone or email. TEKsystems' CSD is a single point-of-contact service that helps to ensure that the clients' 3,200 end users receive the same level of customer responsiveness and support that TEKsystems has built its reputation on. Call ownership by a trained TEKsystems employee gives the client a single point-of-contact for problem escalation, notification, and resolution. TEKsystems' CSD proven processes and procedures, including remote access and diagnostic tools, have helped the client improve its employee satisfaction levels across all of its locations.

The Technology: TEKsystems leveraged its state-of-the-art technology infrastructure to provide CSD services. This infrastructure includes incident and problem management applications, an Automated Call Distribution (ACD) system, an extensive knowledge base, report generation, and remote control system management capabilities.