



# Global Talk

A STORY OF OWNING CHANGE



## Manufacturing giant transforms to a multilingual live chat

Our client, a global manufacturing powerhouse, is in the business of developing products that improve the daily lives of people around the world. Applying science and innovation to make real impact, our client is laser-focused on delivering solutions that increase efficiencies, improve customer experiences and help businesses grow.

### THE PROPOSITION:

Scaling globally with a multilingual live chat

Our client operates in more than 70 countries across the globe, so their service desk needed to refine its support model to ensure seamless operations for users outside of the United States. To support locations in smaller countries without a dedicated desktop resource, the client looked to a multilingual, live chat application to better meet their users' needs—and help reduce their total cost of ownership.

### OUR PROPOSAL:

Support, translated

We partnered to transform their service desk and create the global reach they were looking for. Leveraging expertise in [workplace services solutions](#) and application management, we implemented a multilingual, live chat tool to support 57 countries with 141 languages. End users would receive support 24/7 with instant responses instead of having to wait multiple days. Translation: faster resolutions to propel their business forward.

### POWERFUL PARTNERSHIP:

Pushing the limits of possible

Forward-thinking partners through and through—our client's future is top of mind. Together, we configured tools, upskilled resources and standardized performance metrics to evolve our client's support model further. While implementing a multilingual service desk was their initial vision, we provided a comprehensive roadmap to grow their service desk—with minimal business disruptions—so they could continue to put end-user satisfaction at the center of every solution. To build on that momentum, we leveraged our proven processes and procedures to help them launch a new solution center in Costa Rica, delivering new levels of efficiency and quality service.



## Real-World Results

Multilingual global tech support is helping our client stay cutting edge within today's global marketplace. Through our partnership, our client created over 2,000 knowledge articles, enabling a 79% resolution rate and self-service knowledge for end users. They've also reduced their speed to answer by 50% and total cost of ownership by 21%. Now, our client is supporting and growing their entire business globally, and are better positioned to serve customers around the globe. Smarter support, at a global scale.

**50%**

reduction in  
speed-to-answer time

**21%**

reduction in total  
cost of ownership

**79%**

resolution rate

### About TEKsystems

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

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