

SERVICE DESK

Managing People and Technology Together

INTRODUCTION

The client is a regional energy provider serving residential, wholesale, industrial and large commercial customers. The energy corporation was seeking a proven outsourcing partner with a track record of delivering cost-effective IT solutions in highly dynamic client environments. This expertise would provide a suite of operational and infrastructure services to complement the client's in-house IT functions.

OBJECTIVE & SOLUTION

VerisVisualign was engaged to innovate, implement, and manage cost-effective IT support solutions to match their current and future business needs.

An ITIL® best practices based approach was followed with a main focus on:

- Incident Management, Problem Management, Change Management, Configuration Management and Release Management
- Management Consulting
- Desktop Management
- Asset Management

SERVICES

- IT Assessment/Optimization Planning
- Service Desk support and Management
- Desktop Services and Management
- Application Testing & Integration
- Custom Application Development Policy development and best practices
- Process Management and Project Management

An ITSM best practices based approach was followed and implemented.

RESULTS

- Met monthly Service Level Agreements 99% of the time supporting 5,000 seats over 5 states
- Improved first call resolution by 14%, resulting in 50% reduction of required desktop service
- Designed and implemented web application that was recognized by Microsoft as "Business Solution of the Year"
- Increased end user satisfaction from 35% to 95% within 9 months

WHAT MADE THE DIFFERENCE?

- Client relationship development
- Using a team approach
- Establishing continuing trust by demonstrating flexibility and honoring commitments
- Emphasizing and enjoying team dynamics
- Tailoring consultant skills to complement and enhance client environment through recruiting
- Setting and validating mutual goals
- Agreeing upon and analyzing metrics for better decision-making
- Retaining highly qualified and satisfied colleagues
- Providing flexible solutions that match the changing business model over time

With Service Desk as an area of expertise, VerisVisalign also handles completely outsourced, partially outsourced, and insourced staff augmentation, as well as Service Desk management and metrics.

“Their ability to provide a consistent, well-maintained workstation environment while remaining flexible to our changing business needs will continue to be a tremendous asset.”

- K. Fox, IT Manager



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We are IT consultants and ITIL® experts, specializing in IT process, optimization, Microsoft Technology Projects, Service Desk, and Training. VerisVisalign is a certified WBE (Woman-Owned Business Enterprise.)

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