



HELPDESK SOLUTIONS

Seamless Availability. Assured Continuity.

INDUSTRY

Web Portal

CHALLENGES

- Provide in-region, around-the-clock helpdesk support for employees
- Improve service levels, increase efficiency, and reduce costs
- Ensure consistency in staffing, training, and processes across regions

CSS SOLUTION

- Provides Tier 1 helpdesk telephone, email, and chat support covering Windows, Linux, and Mac; Microsoft Office; and enterprise and home-grown apps
- Follow-the-sun model provides in-region support in eight languages out of three centers: U.S., Europe, and India
- Handover model ensures coverage continuity between offices and time zones
- “Knowledge Engineering” trend analysis approach identifies ways to automate solutions and reduce future incidents
- Rapid deployment with all centers deployed and taking calls within 60 days of project start

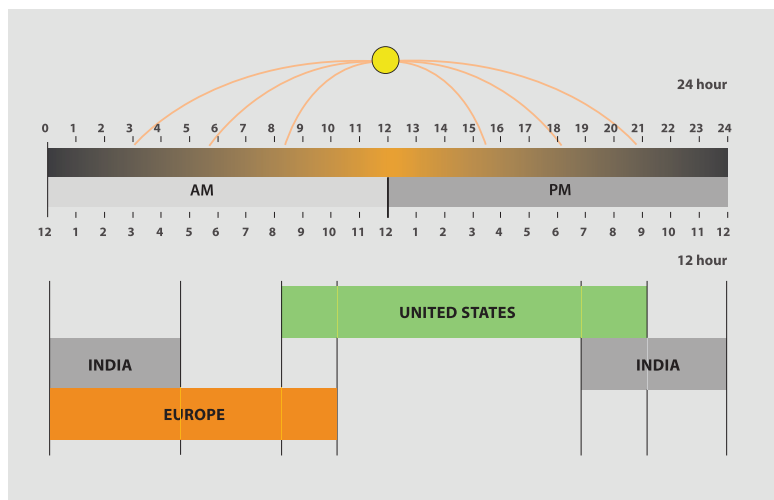
RESULTS

- Significant improvement in service levels, including 100% calls answered within 15 seconds and 94% customer satisfaction
- In-region support reduced ticket resolution time and improved employee productivity
- Expanded helpdesk coverage to enterprise apps that CSS can handle more efficiently, freeing up engineers’ time to focus on value-added tasks
- Reduced per-ticket costs by over 40%

In 2007, one of the world’s leading Web portals had outgrown the capabilities of its helpdesk service provider, whose coverage was provided out of a single U.S. location and limited to the hours of 8 am-8 pm PST. With tens of thousands of employees throughout North America, Asia, and Europe, the client could no longer afford to lose productivity while its engineers waited hours for issues to be resolved. Further, the service provider’s U.S.-based staff was poorly equipped to handle each region’s specific support needs.

FOLLOW-THE-SUN HELPDESK SUPPORT

After evaluating a number of options, the client selected CSS to set up three “follow the sun” service desks: in the U.S. (near the client’s headquarters), in Europe, and in India. CSS onboarded the services quickly, fully staffing, training and taking helpdesk calls in the U.S. within 40 days of the project start, and for all three regions within 60 days of project start.



CSS provides first-tier telephone, email, and chat-based helpdesk support for the client’s employees in the eight languages primarily spoken in the client’s North American, European, and Asian locations. Coverage includes the Windows, Linux, and Mac platforms; the Microsoft Office desktop; enterprise applications such as Hyperion; and other home-grown applications.

Each of the client’s regional engineering offices has different desktop configurations, processes, and procedures. With in-region reps trained on the requirements of each office, CSS can resolve issues more quickly and efficiently, increasing the client’s employee satisfaction and productivity. With a single vendor responsible for all helpdesk services, the client has a single point of contact and can depend on CSS to implement consistent training and procedures across all regions.

To guard against any coverage gaps, CSS employs a unique handover model. At the conclusion of each shift—say, in the U.S.—supervisors for that shift conduct a video conference with supervisors for the next shift—in this case India—to cover issues such as the current state of the call queue, average ticket age, and any open items that require follow up. At the conclusion of that shift, supervisors conduct a similar handover video conference with the next office and so forth, ensuring seamless continuity across all time zones.

MEETING AND BEATING SERVICE LEVEL AGREEMENTS

CSS and the client manage to service level agreements (SLAs) that include include average wait time, abandonment rate, customer satisfaction, and time to ticket resolution based on priority. CSS provides daily, weekly and quarterly reports that track against these targets and describe overall performance, performance by center, and performance by individual rep. CSS not only consistently meets or beats these SLAs but has improved considerably on the record of the client’s previous service provider, having increased customer satisfaction (CSAT) by over 10 percent and ticket resolution rates by nearly 60 percent.

monthly trend analysis of the top 10 to 15 issues that arose in that month, the top offices that generated issues, and their correlation to any pertinent events. CSS evaluates whether the incidents are isolated in nature or whether automation can be made in the underlying training and processes to resolve the issue moving forward. For example, CSS works with the client to incorporate scripts that address identified issues into the default desktop images for a particular location, reducing the number of issues the client’s employees are likely to face in the future..

This supports CSS’ core service delivery philosophy of Operations Optimization, which helps customers lower costs, improve asset utilization, and gain strategic advantage. Other ways CSS is employing Knowledge Engineering to optimize operations include constantly reviewing helpdesk numbers and performing volume-based analysis to improve efficiency and reduce headcount, and broadening coverage to include first-tier support for enterprise applications such as Hyperion and home-grown applications, for which CSS can provide more cost-effective coverage and free up higher-cost client engineering staff to focus on value-added development tasks.

SLA	TARGET	ACTUAL
Average time to answer	20 seconds	12 seconds
Customer satisfaction	90%	94%
Call abandonment rate	5%	4%
Urgent tickets resolution time	4 hours	4 hours
High-priority tickets resolution time	1 day	1 day
Medium-priority tickets response time	3 days	2 days

A robust methodology ensures operational excellence. Every two days CSS holds a supervisors meeting to discuss ongoing issues, challenges faced over the past two days, and areas for improvement. Every week it conducts an operations review to evaluate team and individual performance, and it even participates in the client’s standing operations review meetings.

CSS not only examines CSAT scores but also performs customer dissatisfaction (DSAT) analysis. When DSAT analysis identifies an area for improvement, CSS determines whether the underlying cause was a matter of process flow, training, or engineering, and puts in place appropriate training or processes to address the issue going forward.

KNOWLEDGE ENGINEERING SUPPORTS THE OPERATIONS OPTIMIZATION MODEL

CSS has developed a unique approach it calls “Knowledge Engineering.” Under this approach CSS performs a

IMPROVING EMPLOYEE PRODUCTIVITY WHILE REDUCING COSTS

Since switching to CSS, the client has enjoyed improved helpdesk service benchmarks, increased employee customer satisfaction, and a reduction in the number of incidents employees experience in the first place. With in-region support tailored to each client office’s desktop and language requirements, employees can get their issues resolved more quickly and efficiently, which has improved their productivity. Perhaps best of all, CSS has done all this while reducing the client’s per-ticket resolution costs by over 40 percent.

EXPANDING THE FRONTIERS OF IT EFFICIENCY

Cybernet – SlashSupport (CSS) is a premier global provider of IT operations services including application support, performance engineering, QA/testing, and sales & customer support. With over 3,700 employees spread over nine global service delivery centers and 70+ referenceable customers, CSS consistently provides the highest level of IT operations service quality.

CSS' Infrastructure Management division provides outsourced technology operations management on behalf of Global 2000 enterprises and leading service providers. Using a combination of sophisticated management systems, process expertise, and skilled technical staff, we help our clients improve IT service quality, maintain regulatory compliance, reduce operational expenses, increase revenue and realize competitive advantage.

INFRASTRUCTURE MANAGEMENT OFFERINGS

Our Infrastructure Management services include:

- **Infrastructure Management**
 - 24 x 7 L1-L3 infrastructure management
 - Entire technology stack (hardware, software, network)
 - Outsourced NOC operations
 - Development/deployment of management and operational support systems (OSS)
- **Desktop Management Services**
 - Proactive 24 x 7 desktop management
 - Support desktops, laptops, mobile devices
 - Remote troubleshooting and configuration
 - Patch management, license management, vulnerability/security management
- **IT Helpdesk and Service Desk**
 - L1-L3 helpdesk and application support desk
 - Stringent SLA-based service delivery
 - Multi-channel: voice, web, chat and industry-specific applications
- **Messaging Services**
 - L1-L3 messaging infrastructure management
 - Spam management, IM systems management
 - Exchange, Outlook, Lotus Notes, RIM, iPlanet
- **Business Analytics/BI**
 - BI tool deployment
 - Data feed aggregation analytics and actionable intelligence
- **Performance Testing & Virtualization**
 - Application load testing
 - Virtualization planning/consolidation/implementation
 - Virtualized IT environment management

WHY CSS

- **Flexible delivery models:** on-site, near-shore, and off-shore capabilities let us tailor offerings to fit clients' specific needs and budget profile
- **Operations Optimization:** we help customers rationalize and optimize their infrastructure by applying innovative new approaches to help them reduce costs, improve service levels, and realize competitive advantage
- **Team members:** our dedicated professionals are highly motivated by our culture of innovation and **100% referenceability**, and more than 40% of our engineers have industry certifications
- **Engagement methodology:** industry best practices including the ITIL® Service Management framework create a consistent set of service management processes
- **Processes and tools:** we employ a best-of-breed combination of open-source, custom-developed/home-grown tools and commercial off-the-shelf tools and software

CONTACT US

To learn more or discuss how we can help you, contact sales.css@cssc.com or visit www.csscorp.com



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