


## 'Reliability' is key in tech support

**Our team of qualified and experienced engineers deliver IT support for a leading multinational Internet service company**

When a multinational Internet services provider needed a reliable partner to manage IT support for their vendors' and employees' tech needs, they sought a company they were sure would deliver the best service—CSS Corp—their long-time IT solutions partner.



Large organizations today have wide-ranging IT infrastructure: often a maze of various technologies, operating systems, software and applications. IT support for such a situation requires a partner who not only has experience of managing such projects, but also real insights into the client's business. Drawing from our association with the client in the past, CSS Corp was able to hit the ground running for a long-standing mutually profitable engagement.

## About the Client

The client is a leading multinational Internet-services provider with interest in web search, cloud computing, software and online advertising technologies.

## Client Situation

The client's requirement was two-fold:

**Vendor Tech Support:** Manage the IT needs of contractors/ vendors/ temporary employees throughout the week.

**Employee Tech Support:** Provide weekend support for full-time employees during the weekends.

With insufficient capabilities in-house, the client was looking for a partner with a proven record of delivering efficient service, keeping up required standards of quality and improving resolution rates consistently.

## CSS Corp Solution

CSS Corp set up a Vendor Tech Support (vTSN) center to act as the single point of contact for vendors/ contractors/ temporary employees throughout the week, and for full-time employees during the weekend.

**Multi-platform support:** The CSS Corp team strives to solve any issues regarding desktop or laptop performance across Linux, Windows, Mac, and Chrome OS. When initial troubleshooting does not identify or solve the issue, tickets are assigned to respective teams (horizontal escalation) for resolution.

**Account management support:** Assistance with basic user account management—for instance, account unlock, password reset, adding computer to a domain—are also offered.

**Network connectivity support:** Additionally, support is provided for issues regarding wireless and VPN, system configuration, and software installation. Scope of work also includes coordination with respective teams to ensure timely resolution of issues raised.

**Emphasis on quality:** Following the Service Level Agreement is only one part of CSS Corp's commitment to high standards of quality, diligently measured from time to time. Individual performance analyses, weekly reviews, and routine audits are conducted; feedback is provided to engineers regularly. First response time, reply time, and automated follow-ups are three of the most important parameters audited.

**Knowledge sharing:** CSS Corp follows industry best-practices, updated and tested from time to time to deliver world-class service. With highly experienced professionals on the team, constant knowledge sharing serves as the foundation of our service delivery. Therefore, it goes without saying that our renowned knowledge management add-on services such as tracking all issues to perform root-cause analyses, updating knowledge base regularly, and preventing repeated calls through first call resolution were part of our service delivery.

## Business Outcomes

By mitigating the client of the burden in managing their IT support internally, our association with them delivered substantial business results.

**Resolution rate:** CSS Corp almost tripled the resolution rate from an average of 22% to 65% at a reduced resolution time. This was achieved by continuously auditing tickets, reducing reassignment, and adding automated rules for routing to dedicated teams.

**Quality score:** In spite of new members having joined the team intermittently, our quality score trends at 92% from the 80% that we started from.

**Call Abandoned rate:** Reduced from an average of 3.5% to 2.32%, through our adherence to proper scheduling.

**CSAT:** Improved from 90% to 98%.

**Knowledge sharing:** 2 playbooks were written detailing the new process and troubleshooting steps for future reference. Training videos/ presentations were developed for training and development purposes.

**Reducing escalations:** Improper assignment of tickets was controlled by regularly performing FAA (First Assignment Accuracy) audits.