



Tech support in your own language

CSS Corp successfully delivers account management and server-related tech support in seven languages to users from 42 countries

A multinational enterprise analytics technologies and services company needed a competent and compliant team to manage its tech support to improve quality of service and deliver added value on the investment. Like always, CSS Corp delivered on the brief.

Offshoring may be the most cost-effective solution to deliver tech support, but often it requires a careful consideration of needs and vendor capabilities to ensure undisrupted functioning. When a multinational data warehousing and analytics services provider needed a partner to manage tech support for their users, they sought a company with a track record of delivering efficient support across the globe—CSS Corp.

About the Client

Headquartered in the US, our client is a leading provider of enterprise analytics technologies and services.

Client Situation

As a division of a large corporation that went independent recently, the client's tech support was closely intertwined with that of the parent company. Offshoring of global support allowed interactions only in English and Japanese. While local language support was available in some offices, resolution had to be provided in collaboration with the offshore team, which caused delays and inefficiency.

The client needed a partner to set up and manage a multilingual helpdesk to handle all calls from across the globe at one place: a world-class tech support solution, independent of the parent company, with a keen eye for compliance to eliminate unnecessary costs and customer dissatisfaction.

CSS Corp Solution

CSS Corp set up a robust and efficient, self-supporting service desk to manage tech support for the client's employees across the globe.

Task at hand: The primary task of the service desk was to receive calls from users and handle the self-service portal, routing incidents and tasks to appropriate teams—for hardware and software issues that needed to be resolved quickly.

Qualification and compliance: A 100% ITIL-certified experienced team of engineers supports users from 42 countries in seven languages, with a capability to handle up to eleven languages at any point in time.

L1 and L2: The team also consisted of domain specialists to handle all L2 queries.

Account Management and Device support: We handled incidents and provided support for 11,000 users with 12,000 mailboxes, 13,000 user accounts, and 5,000 mobile devices. Though Windows 7 was the operating system of the majority, support for Mac was also provided on a best effort basis.

Server support: Support was offered for the 600 servers (40% Unix and 60% Windows-based) too.

Business Outcomes

Improved efficiencies: Our service desk is able to process more than 2,500 calls (2,800 incidents) with a first level resolution rate of 75%.

Value addition: Our on-shore multilingual support has enabled a consolidated service to users across the globe, resulting in substantial cost savings for the client.

Improved user satisfaction: Unavailability of quality service in local languages was one of our client's biggest issues. Our global helpdesk solved this problem, leading to a CSAT of more than 94%.

CSAT: Improved from 90% to 98%.

Knowledge management: In line with CSS Corp's commitment to recording project learning and utilizing it for training, the team monitored incidents and created an exhaustive knowledge bank that helps hasten newer agents' learning curve.

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