

IT Help Desk

Astadia helps our Client support its global network of dealers and distributors by providing the support, customer service and deep technical expertise they need to stay connected every day, worldwide.

A world leader in the agricultural and construction equipment businesses with annual net sales of \$15 billion, this company provides innovative and quality products through more than 11,000 dealers in approximately 170 countries.



Numbers

95 percent

Consistent satisfaction rating

90 percent

All calls answered in less than 30 seconds

80 percent

All calls closed within 5 to 7 minutes

<30 seconds

To answer a call

Challenge

This manufacturer of agricultural and construction equipment sought an experienced and flexible expert to deliver consistent, knowledgeable, customer-focused IT Help Desk support to their over 3,300 Dealerships and 26,000+ end-users in Canada, United States, Mexico, New Zealand, and Australia. The company chose to outsource this function to Astadia in order to improve customer service, decrease costs, and reduce turnover. They also required ongoing tracking and measurement to ensure SLA targets are consistently met.

In addition to standard help desk services, our Client chose Astadia’s expert capabilities to:

- Develop and provide on-site training to dealerships in the U.S. and Canada
- Perform testing for new or updated applications
- Provide coverage for off-hours, power outages and holidays in North America and Australia/New Zealand
- Maintain contact lists, an applications knowledge-base, and generate ad-hoc reports



Services

- Managed Services
 - Help Desk Support
 - On-Demand
 - Quality Enablement
 - Application support
 - Business Process Outsourcing
- Track, review and report help desk trends
 - Provide French and Spanish help desk support
 - Manage and process dealer warranty claims in a separate project

Solution

Astadia provides centralized co-located support to 4,000 Dealers in the United States, Canada, and Mexico for all issues related to PCs, connections, printing, and various Client-specific applications which our Astadia analysts support. We use a desk call tracking system to record tickets and resolutions in order to produce analysis by which our Client's management can review Service Levels and ensure continuous improvement.

The Client's Dealer Help Desk is supported by Astadia's Tier 1 / Tier 2 support model. Tier 1 analysts strive to answer 90% of the calls in less than 30 seconds, maintain a rate of callers who hang up less than 3%, and close 80% of their calls within 5 to 7 minutes. Tier 1 analysts also have a goal of handling at least 50 calls per day. Tier 2 analysts have a goal of closing 8 to 12 calls per day, as well as having all assigned calls closed within two business days.

Astadia continually meets our Client's changing needs by increasing or decreasing the number of resources needed to support the Dealer Help Desk almost every year. Improvements are continually made according to ongoing tracking and analysis, such as lowering the allotted time for answering calls from one minute to 30 seconds and time allotted to close calls from 7 - 9 minutes to 5 - 7 minutes. Since 2003, the average number of support calls and emails received each day has ranged between 200-300 per day or 4,000 - 6,160 per month. In 2009, Astadia had 13 resources supporting the Dealer Support Desk for an average of 250 calls per day / 5500 calls per month. Those resources include a Consulting Director, Project Manager, bi-lingual Help Desk analysts, testers and trainers.

Results

Since 1998, Astadia has supported this Client's North American dealers, then growing over time to include Latin America, Australia, and some support for the U.K. The Dealer Help Desk handles an average of about 4,000 calls and emails per month with a Dealer Satisfaction Rating that exceeds 95% consistently.

Astadia can help you enhance your processes and generate cost savings. To learn more about our innovative approach to business processes, visit us at astadia.com

