



VMC SUCCESS STORY:

Global Help Desk & Desktop Support

Stabilizing Corporate IT Incident Support With an Integrated Help Desk and Desktop Solution

Overview

Country: United States

Industry: Business Services

VMC Service Areas: Help Desk, Systems Integration & Implementation

Customer Profile: The client provides essential business news and information together with the content delivery tools and services that enable professionals to make better decisions faster.

Business Challenge: The client needed dedicated support for its internal users to manage IT-related issues throughout its global operations, ensuring stability and prompt issue resolution.

VMC Solution: A dedicated IT help desk and desktop team supporting users via phone and email, working in concert with a field deployment team.

Benefits:

- Internal systems are stable and supported to SLA standards, with high user satisfaction
- Client teams are freed up to focus on other IT development and data management efforts.
- Data management software provides effective incident tracking while also building a rich knowledgebase.

Business Challenge

Historically, the client had received help desk and desktop support services from its parent company, a Fortune 1000 financial firm. But as the company experienced explosive growth, it needed a dedicated team to meet employees' IT needs, so the company could focus its internal resources on core business initiatives.

With the company's systems handling a vast amount of data on a daily basis, it was vital to have a highly reliable support solution that would provide internal users with prompt, efficient phone and e-mail service, along with a field deployment team to address any hands-on problems.

VMC Solution

The company outsourced all internal corporate help desk and desktop support to VMC. In March 2004, Volt Information Sciences, Inc., VMC's parent company, had begun providing help desk and desktop support to the company's United Kingdom users through the Volt Europe division. Volt Europe worked closely with VMC's European and US teams to integrate these services with global IT help desk and desktop support services for North American employees.

VMC established a qualified technical helpdesk team working alongside the onsite desktop support team; located at the client's headquarters in New Jersey. VMC's help desk analysts answer all first line inquiries. If a help desk analyst is unable to resolve the call at the first line level, the call is reassigned to a client technical support analyst with the required skill set.



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VMC Solution

VMC implemented a help desk software solution used to track trouble tickets. Analysts are able to view workloads, add notes, and track actions by connecting to a secure web interface. Once an analyst completes an action or resolves a call, complete details of the problem and resolution are posted. The help desk closes out the call once confirmation is received from the user, and runs reports on a daily basis on all resolved calls. An email is sent to the user to confirm closure and satisfaction.

This software also allows the client to maintain a knowledge base where agents can look up issues as they occur and apply known fixes. To maximize the efficiency and stability of the technical teams, VMC provides cross-training for desktop and help desk technicians. Each VMC team member is trained in help desk services and they are field deployed to provide users with technical support for hardware and peripherals, operating systems, applications, and networking.

Results

The client's Helpdesk/Desktop support service project is a success. VMC's complete help desk and field deployment service effectively handles the company's desktop support services and incorporates third-party suppliers, enabling the company to better manage its IT workload.

The data management and knowledgebase solutions VMC put in place give the company the ability to track all calls and advance IT knowledge sharing across the company.

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