

Centralized Service Desk Support

Client is a leading European Hospitality Brand with hotels located across the globe



The hospitality industry being 24*7 has employees working round the clock. However, the client hotels that are spread across the globe did not have a 24/7 support availability. Each hotel had a local IT support of few people with limited availability, impacting timely response

8000+
issues raised

98%
First call
Resolution

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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CHALLENGE

- Limited availability of assistance for hotel employees and guests checking in at the hotel
- Action to critical issues get delayed especially during off business hours
- Difficulty with the assistance during public holidays
- Delays in reaching to production team round the clock due to time zone differences
- Lack of global language support to communicate effectively

SOLUTION

- Formation of a centralized helpdesk service for 160+ hotels and corporate offices
- 24/7 support availability for the hotel staff and for the guests checking in at the hotel
- Support provided in different languages – English, French, Mandarin and Arabic round the clock

RESULTS

- Over 8000+ issues raised by hotel staff per month are addressed by the Helpdesk with 98% First call Resolution
- A smooth central ticketing tool where hotel staff can report issues
- Faster resolution of critical issues round the clock - Password resets are processed in max 45 mins and Application account provisioning tickets are resolved in less than 8 hours
- Easier to escalate issues to other production teams
- With Shift Left strategy the resolution of IT tickets improved from 50% to 75% at the L1 team level