

CASE STUDY

Global Service Desk with Multilingual Support

Service Desk solution support to 40 countries



ABOUT THE CLIENT:

Client is a multinational financial services firm

Client is the leading global provider of risk management services, insurance and reinsurance brokerage, and human resource consulting and outsourcing with operations span across 55 countries.

The scale of operation had an impact on the overall employee experience due to constant increase in backlog and critical feedback from end users.

Client Challenges

- Delayed ticket response & resolution resulting in low productivity of end users and increase in the backlog of tickets
- Inadequate bandwidth to support resolution groups
- Channel inefficiency and inability to connect to live service desk agents for quick help
- Multifold Increase in VPN utilization during pandemic
- No option to warm transfer calls from Tier 1 to Tier 2 support
- Collaboration with internal support groups is not efficient
- ServiceNow development and support requirements are dynamic



ITC Infotech Solution

- Provided Multilingual Service Desk services with AI based chat - Support language in English, German, Dutch, Spanish, French
- VOIP Telephony solution – 20 DID's for various regions
- Rendered GSD Tier 1 Support (Self-Service, Chat, Phone), & GSD Tier 2 (Self-Service, Phone including warm transfers from GSD L1)
- Seamless transfer to human agent when chat bot does not resolve the issues
- Transitioned GSD support to agile KM approach for real-time inputs
- Implemented required scheduling changes with adequate staffing
- Provided development, integration and support services for ServiceNow through a factory-based approach

Solution Benefits

- ❖ Improved QA framework, intertwining all related indicators such as survey, knowledge articles, ticket escalations, non-voice incident audits, etc.
- ❖ QA score improved by **30%**
- ❖ Reduced ticket escalations by **92%**
- ❖ Consistent high FCR delivery of Average **82%** (consistently exceeding the requirement of FCR at **75%**)
- ❖ Consistently achieving and exceeding the requirement of CSAT above 9 (out of 10)
- ❖ Increase in remote resolution of L2 tickets, by reducing the assignment of tickets to Hands & Feet (Reduced from **6%** to **3%**)
- ❖ Agile KM Approach by encouraging team members to provide inputs on knowledge correction, new article inputs improving efficiency in resolution, data capture and correct assignments
- ❖ Average of 5 new articles created and average of 20 articles updated monthly
- ❖ Integrated functional systems with ServiceNow

ITC Infotech can help service desk sector by implementing strong and effective workflows as defined by ITIL. The successful example discussed is testimony to ITC Infotech's service desk and service management domain expertise and service competency.

About ITC Infotech

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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