

MAXIMIZE PERFORMANCE BY RETHINKING YOUR IT SERVICE DESK

Aiming to create a **single point of contact for IT support** for one of the largest portuguese industrial conglomerates, operating across several countries around the world, Noesis helped build a Service Desk to guarantee **first line issue diagnosis**.

This solution **improved**:

- › Optimization in first line resolved calls.
- › Average call handling time and with extraordinary feedback from end users, who now see IT as a value creator.



Sector:
**Industry &
Manufacturing**

Business Unit:
Infrastructure Solutions

Solution:
Service Desk

 **4k+**
Users

 **10**
Consultants

 **<15**
secs inbound
waiting time

 **4k+**
Calls per
month



THE CHALLENGE

Setting up and transforming Service Desk for this industry leader, we have faced several challenges:

- › **Heterogenous** and **complex** IT environment.
- › **24/7 availability** required.
- › Large number of specific applications.
- › **Broad user distribution** around the world.
- › Contact with other providers for second line support teams.

GOALS

The main goal for this project was the creation of a dedicated Service Desk solution, fully aligned with business specific language, aiming to reach the following:

- › **Revert the negative perception** that users had about the previous Service Desk service.
- › **Support** all internal applications and their integrations **with external systems and points of contact**.
- › **Optimize** resources for higher effectiveness.
- › Gather **inputs from different sources** (email, phone calls, ticketing platform).
- › **Reduce backlog** for incidents and requests.

SOLUTION

Noesis helped to design all the end to end processes to support the service desk according to **ITIL principles**, and also supported the detailed specifications for **service management and call center solutions**.

The operating model has been aligned and signed off **across all the entities** along with a detailed plan adjusted with the client to **enable a risk free transition**.

Ultimately, we leveraged all Noesis training and Knowledge Management capabilities.



THE RESULT

Noesis Service Desk service strongly improves the organization's end user experience, with the following KPI achievements:

- **3-month** transition phase without business impact.
- **Significant reduction** of inbound waiting time.
- **Overall improvement** of issue resolution time.
- **Minimized** number of missed calls.
- **Positive feedback** from users regarding the Service Desk team and service level.
- **High improvement** 1st line resolution ratio.



Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people.