



**SUCCESS
STORY**

**AUGMENTING THE TRIAGING AND END-TO-END
HELP-DESK CAPABILITIES OF A GLOBAL REAL
ESTATES BUSINESS TO ESTABLISH A SEAMLESS
IT SERVICES MANAGEMENT CULTURE**

Company Snapshot

Headquarters:
USA

Industry:
Real Estate

Portfolio:
Proactive
Management
Solutions

Project Snapshot

Project Type:
IT Service Desk

Project Focus:
Consolidated
& Proactive
Experience
Management

Engagement Model:
Offshore

About The Client:

The client is an integrated service provider who started in the mid-90s, possessing unmatched technical competencies across various residential engineering domains. In little over two decades, the company has established itself as a worldwide market leader in property construction, development, management, and senior living solutions. The business is unique in its ability to precisely deliver on customer requirements through a scalable and holistic approach, ensuring affordability, punctuality, and undiminished asset valuation.

Business Background:

- The organization's operational footprint is spread across more than 25 sites connected via site-to-site VPN and two hubs running their respective domains in the United States
- The business application ecosystems consist of Microsoft technologies and various other third-party assets

Business Needs Synopsis:

The company decided to outsource its incident triaging and the responsibility to monitor and support their Help Desk Ticket pipeline. To make this feasible, the client needed an experienced IT service partner who can provide shared L1 support for all its business sites across the US, and:

- Establish an English-speaking, single point of contact (POC), delivering high-quality support for all IT Help Desk Management Services issues
- Ensure consistent 16x5 coverage from offshore to resolve the business-critical IT concerns rapidly
- Deliver accurate logging and first-time fix and break-fix support incidents and service requests
- Needed establishment of an end-to-end ticket Life cycle Management system
- Priority support for VIP users
- Support Desktops, AD administration, email administration, anti-spam administration, and escalations to server/ infrastructure support as needed
- Provide access management into the client's IT landscape and support its business application ecosystem
- Handle persistent issues related to group memberships, user profiles, terminal server disk space, etc.
- Collaborate with the client through the transition, startup, and operative steady-state period

The Solution:

SoltiusME has over two decades of experience supporting customers to shape their IT support propositions into relevant offerings that can **empower connected** workforces, **optimize** enterprise processes, and **ensure** high availability organizations that run large-scale and complex business operations.

Shared IT Service Desk is one such curated service offering, developed in-house, based on universal ITIL gold standards. SoltiusME consultants found it an ideal fit for scaling the client's IT Help Desk requirements cost-effectively, to meet the proposed service quality benchmarks.

We established a completely offshore shared support delivery model, available from Monday to Friday, to support 16x5 support needs. As part of the engagement following solution was offered:

- Onboarded customer using our standard tools platform comprising of ITSM (with pre-configured ITIL processes), ACD, Call quality management, Automated call routing capabilities in 1 weeks' time
- Established ticket initiation and incident response framework to handle more than 20 service requests per hour
- Leveraged our standard knowledge base comprising 2500+ KB articles along with customized service catalogue for requests
- We delivered on-demand support for the client's Desktops, MS Office, network printers, AD administration, email administration, website applications, medical info on Cloud, IE settings, ADP time clock, and escalations involving infrastructure-related issues
- Established the service catalogue to address standard request needs in a faster manner
- Provided the incident investigation, diagnosis, impact analysis, and reclassification services as required
- Established a dynamic dashboard for Realtime performance metrics to provide visibility
- Implemented a process that closes ticket only on positive confirmation from the affected end-user or service consumer
- Configured Self-Help for quick resolution of mundane tasks



Business Benefits:

- **99%** adherence to the defined SLA performance benchmarks to deliver seamless end-user experience and enhanced employee productivity
- High first call resolution of **>90%** in handling more than **1200 tickets per week**
- Hybrid pricing model of Per Ticket along with per hour support for month end peak support, helped customer rationalize its IT support costs
- The outsourcing of IT support responsibilities to the skilled and certified IT service professionals with increased process efficiency and real-time visibility to KPI's allowed the customer to focus on its core business goals
- Reduction of approximately **400 FTE hours per annum**

For more information contact **SoltiusME** today at marketing@soltiusme.com or visit www.Soltiusme.com

About SoltiusME

Headquartered in Dubai, SoltiusME (A YASH Technologies company) is one of the largest IT consulting and services company in the region, with marquee customers across GCC and Africa. As a leading digital transformation specialist, its portfolio spans architecting and solutioning across business applications (including SAP), infrastructure, cloud, and digital platform services. It works with Fortune 500 organizations globally and large GCC conglomerates-corporations in the region, and supports their big data-advanced analytics and RPA initiatives. It offers specialized frameworks and solutions to the oil and gas, healthcare, process manufacturing, and retail verticals.

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