

Case Study – Help-desk Support for a leading mail services company

Novaserra provided ‘Tier 1’ technical and help-desk support for the Client from a remote location and helped them achieve cost efficiencies with an overall improvement in quality and productivity .

Client Profile:

Headquartered in Valley Cottage, NY, the company is a leading reseller of computer hardware, including microcomputers, printers and networking devices. With over 290 clients, the company also provides computer and software support services.

Business Challenge:

- To reduce costs and improve ‘process efficiency’ of ‘Tier 1’ help-desk support.
- To provide deep technical expertise in hardware and software trouble-shoot.
- Rapidly scale up in-line with growing businesses.

Novaserra Solution:

Novaserra recruited and trained highly skilled personnel, with a technical background, to provide remote assistance for:

- Hardware Level Support e.g. desk-tops, notebooks, printers, etc.
- Windows OS support / MS Office support.
- Security e.g. virus signature .definitions, support with updates.
- Enterprise Application Support e.g. server ping, tracing route to server in question.
- Support for Voice Systems e.g. PBX, IP Telephones, etc.
- Implemented robust processes for meeting client ‘Service Level Agreements’ and quality norms.

Benefits:

- Achieved a cost saving of 50%
- High customer satisfaction levels by adhering to “Service Level Agreements”:
 - Reduced ‘Call Pick-up’ time (90% calls in < 30 seconds)
 - Reduced ‘On-Hold’ time
 - Increased percentage in ‘First Time Resolution’ calls (> 80%).
 - Improved customer satisfaction scores (> 85% customers rated in ‘Highly Satisfied’ category).
 - Increased scope of remote services by leveraging multi-skilled technical workforce.