

Case Study: Service Desk Solutions

MANUFACTURING SOFTWARE SUPPORT

- A web software company finds its offering expanding into new markets internationally.
- A major new customer challenges internal support with aggressive service level agreements.
- Support needs for growing user base spill beyond daytime internal help desk and increasingly distract senior development engineers.

Bell Techlogix provides 24/7, technical coverage for 7,000 users, in seven languages.

"Bell Techlogix provided a strategic answer to our increasingly international support needs. Partnering with Bell provides outstanding user support, and it allows us to better focus our internal resources on software and business development activities."

Vice President, Services and Support



BUSINESS CHALLENGE

The company's web-enabled supplier and project tracking software offers industry-critical solutions, but internal support services lacked the scalability to meet their clients' service level requirements. The helpdesk needed to operate beyond its current daytime business hours, and forecasted needs for increasing multi-lingual support was proving to be an issue. Building and maintaining a world-class support technology infrastructure was continuing to become an increasingly crucial issue.

BELL TECHLOGIX SOLUTION

They sought an outsourcing provider to deliver cost-effective, customized and scalable support. Bell offered helpdesk management for multiple client accounts, as well as the ability to expand into other manufacturing arenas. Bell was able to offer 24x7 and multilingual support for 7,000 users across 27 countries and seven languages. Bell took the necessary time during transition to learn the industry specific lingo that customers used, as well as the intricacies of the software application before support operations went live.

MEANINGFUL RESULTS

Engineers now focus time on more strategic software initiatives because support operations have been effectively transitioned to the Bell helpdesk, which is now a single point of contact for all customers. Bell simplified the former helpdesk operations by providing a dynamic, resolution-based combination of an industry leading software suite, detailed performance metrics and incident tracking. While Bell remains focused on anticipating the company's future needs, the positive feedback obtained from end-users have engendered plans to expand Bell's managed services offerings organization wide.

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