Collabera®

Auditing giant enhances service support

A global auditing firm looked to boost the efficiency of their support services via an outsourced solution.

ADDRESSING THE MANDATE

The client needed to outsource their support services under a managed services model with defined SLAs to help them track performance. In this regard, they were looking to achieve:

- 24x7 cloud support services for all Level 1 support requests

- On-call weekend support capabilities for all service lines

- 16x5 cloud support services for Level 2 and Level 3 support requests

- A complete ITSM solution using ServiceNow

THE RESULTS

Streamlined Knowledge Base

Collabera streamlined the knowledge base about products in addition to enabling and maintaining full-fledged process documentation protocols, via a 'train the trainer' model, to help automate service requests.

Faster, Smoother Transitions

Collabera setup a transition management office to improve change management and project planning.

Total SLA Compliance

Collabera continues to meet all the SLAs and KPIs that were defined at the start of the engagement including 24X7 cloud support and seamless ServiceNow implementation.

THE CHALLENGES INVOLVED

01 **Poor In-house Efficiencies**

Existing escalations were handled by the client's core customer team, which created a bandwidth and performance challenge for customer engineering teams

02 **Lack Of Service Desk Oversight**

Service desk processes needed to be improved to monitor and evaluate issue resolution

THE APPROACH & THE SOLUTION

Collabera took on end-to-end accountability and training for all operations with a single point of contact. This included,

- Continuous improvement initiatives, which included project delivery, people integration and performance monitoring

- Implementation of a governance model that prioritized higher efficiency and throughput

- Year-on-year cost reduction by leveraging automation and optimization opportunities

Founded in 1991, Collabera is a leading global IT staffing and services company that helps enterprises transform their technology, processes and operational models. We empower our customers by overcoming bottlenecks and silos, and building connected business systems that scale in real time.

For more information, visit: itservices.collabera.com

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