

Augmenting service desk operations with JUMP

Using the JUMP platform, a global services conglomerate eliminated high attrition rates and a constant need to backfill service desk positions.

ADDRESSING THE MANDATE

With a large contact center operation in place, this services organization faced trouble with a consistently high attrition rate that kept fresh positions open throughout the year. Additionally, their recruitment teams were unable to meet the requisite quality benchmarks, both in terms of quality and quantity of service desk and support engineers. Collabera was called in to,

- Eliminate service desk recruitment inefficiencies
- Maximize operational capacity and drive down attrition
- Deliver a recruitment model that enables consistent quality of hires at reduced cost

THE RESULTS

Zero Internal Dependencies

In the course of 7 months, the client had zero dependencies on their internal teams.

Reduced Attrition

Over a two-year engagement, we were able to deliver upwards of 900 hires and significantly cut attrition rates.

Versant-Benchmarked Personnel

The Versant test is an internationally acclaimed spoken language assessment, and as part of our training program, all candidates met a Versant score of 58+ before they were onboarded.

THE CHALLENGES INVOLVED

01 Ineffective Hiring Practices

The client was unable to meet quality and quantity benchmarks for its service desk hiring operations

02 High Cost-To-Hire

Compounding the problem, the client's recruitment operations suffered from a lack of cost control despite being unable to meet hiring requirements



THE APPROACH & THE SOLUTION

Using the JUMP program, Collabera curated a series of training plans to improve the quality of hires and to establish benchmarks for future talent sourcing initiatives. Specifically, our team built,

- A training plan that covered hardware and networking training to prepare candidates for the client's benchmarking tests
- A talent acquisition drive conducted by dedicated specialists, leveraging Collabera's extensive network of schools and colleges
- Modules for 2 weeks of technical training, followed by 2 weeks of official Versant training

Founded in 1991, Collabera is a leading global professional 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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