

CLIENT SUCCESS STORY

\$26K ANNUAL SAVINGS WITH OUTSOURCED HELPDESK



Downtime is minimized significantly when help can be dispatched immediately, instead of responding in a matter of hours. Employees are unproductive when they are unable to work and companies lose money with each passing minute; this problem is mitigated or avoided with outsourced helpdesk support.

THE CHALLENGE

A national IT services client lacked an in-house desktop support specialist, instead utilizing several employees simply wearing multiple hats. With key team members being pulled away from their regular roles for spot support, the ticket backlog began to build and productivity decreased.

THE PLAN

Through the implementation of Spiceworks, our helpdesk specialists were able to immediately start reducing the number of open tickets. This streamlined communication system provided users with ticket tracking and updates on issues, and documentation of solutions to be used as a knowledgebase. With a formal ticketing system and knowledge center, tickets could be responded to immediately with efficient transaction times.

“Reducing overhead and open tickets by providing a team of specialists ready to respond.”

THE RESULTS

Outsourcing helpdesk and systems support instead of internal hiring saved the company around \$26k in overhead. With upgrades being handled consistently, ticket submittals were reduced by 68% overall. The employees were able to get more done due to effective equipment with little-to-no downtime.



To learn more about how we can help your company, visit TechnologyPartners.net.