

A leading environmental solutions provider enhances user experience by significantly improving service desk operations

Reduces cost of operations by 30% and reduces repeat customer contact from 7% to 2% within 8 weeks

About the Client

The client is a leading provider of comprehensive environmental solutions delivering services to 21 million customers across North America, U.S. and Canada. They offer recycling facilities, transfer stations and landfills services to wide-range of customers including municipalities, construction sites, healthcare facilities, and commercial buildings.

Goals

MOVE FROM CUSTOMER SATISFACTION TO CUSTOMER DELIGHT FOR SERVICE DESK OPERATIONS

The client decided to offshore their service desk to reduce cost and seeking high quality services, however, diversified user base and inadequate solution and knowledge base documents made the task difficult. They were also facing challenges in measuring and tracking SLA for some of the metrics.

Microland

DELIVERING VALUE DRIVEN SERVICES

Microland's NOC and engineering teams have been

Scale of Operations

- Total User devices – 40,000
- Locations Supported - US & Canada, 18 critical Customer Experience/call Centers catering to 21 Million customers
- Over 500 remote sites

providing value driven services to the client. The client wanted to extend their partnership with us to enable complete integration with their IT team. They also wanted to leverage our process driven engagement to reduce dependencies on individuals.

Transformation

ENHANCED END-USER EXPERIENCE AND IMPROVED EFFECTIVENESS

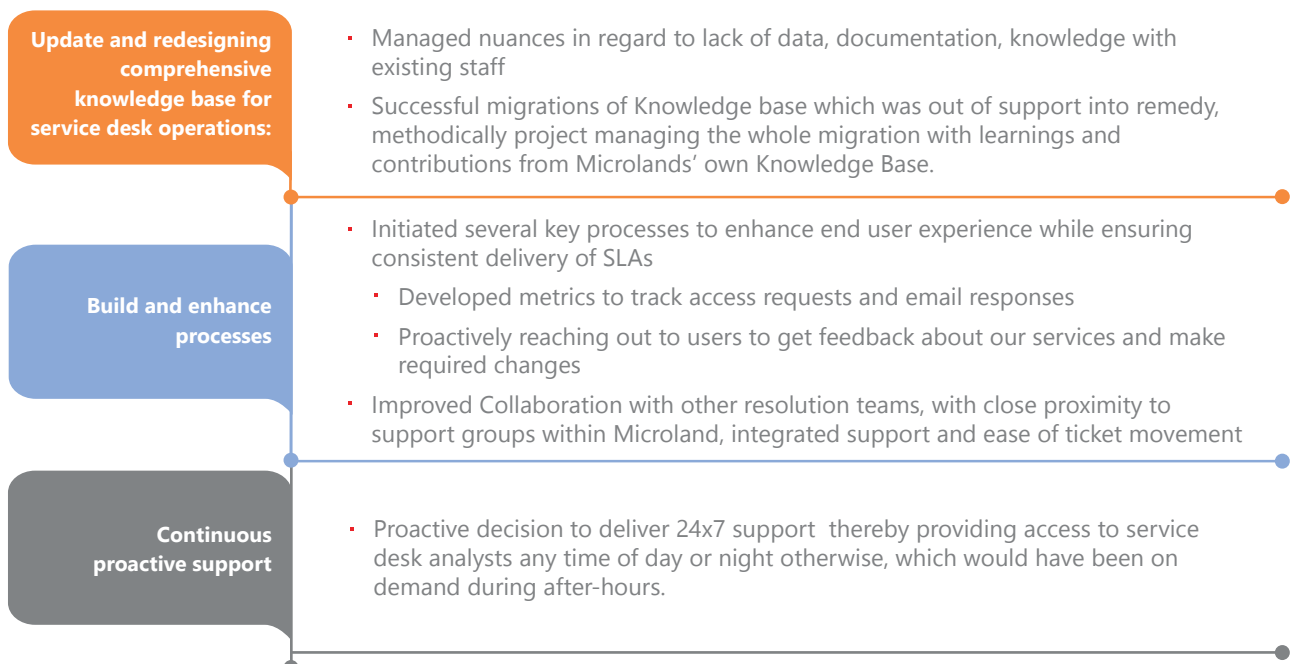


Figure 1: Enhanced end-user experience and improved effectiveness

Outcomes

DELIVERED COST SAVINGS, IMPROVED OVERALL QUALITY OF SERVICES, ACCESS TO REAL-TIME INFORMATION THROUGH AUTOMATION/DASHBOARDS, METRICS TO TRACK KEY SLA'S AND USER EXPERIENCE

We provided hybrid delivery model and automated Live Ops dashboard for improved service delivery. We

enhanced the user experience by initiating various processes. The client realized the following benefits:



- Achieved significant cost savings



- Reduced repeat customers contact from 7% to 2% within span of 8 weeks
- Improved user experience where 98% of users rated our services positive
- Improved effectiveness in terms of issue resolution where 84% of users rated our service 4.81/5 compared as compared to first year's 50 %
- Improved response time service levels from 70% to 85%



- Improved customer satisfaction. Achieved CSAT score of 4.54 during the first year to current score of 4.85 on a scale of 5 for a response rate of 16% and above which is way beyond the industry standard
- Improved agility by enabling real time SLA' management through automation/Dashboard
- The SLA set for Average Speed to Answer (ASA) was at 80% of the calls to be answered within 45 seconds. In the 1st year we were hovering close the set SLA while with bringing in the Automation Dashboard we have been able to optimize and today we stand at ASA of 30 seconds



About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

