

Leading law firm outsources service desk operations to increase lawyer productivity

25% reduction in ticket resolution time, achieves CSAT rating of "Excellent" or "Very Good" for 93% of the users

About the Client

The client is one of the global top 10 law firms with 6,500+ employees in over 25 offices across 35 countries.

Goals

LEVERAGING COST EFFICIENT IT SUPPORT

With a large in-house IT department, the client had been reluctant to leverage the outsourcing model. However, with tenured resources performing routine tasks of service desk or access management, IT support was becoming inefficient and expensive for the client. As a law firm, the customer's revenue was earned by hours billed by their team thus making employee productivity critical. Also, the client also required best-in-class IT security delivered with agility. The client was seeking a partner who could help reduce costs, while reducing people dependency and leveraging best practices for their IT infrastructure

In addition, the client had recently transitioned from the 'Bring-your-own-device' to the 'Choose-your-own-device' model. End users were given a choice between Windows and Apple products, and hence required a partner to support all other OS such as Android, Blackberry etc

The client's diverse requirements comprised 16 services, including service desk, technology and service management services. The client had 900+ applications (including bespoke ones) to be supported across the technology spectrum, with about 90% in the planning or deployed stage.

Microland

BUILDING LONG TERM PARTNERSHIP

As a first time outsourcer, the client was looking for a mature partner to help reduce costs. With Microland's proven performance and track record, the engagement has grown substantially since 2010. The engagement started with a billing of 20 resources for service desk, application support and incident management services and has grown to 16 service lines in remote infrastructure management with a team size of 100+ in a time span of two years. The client's trust and confidence has been validated, making Microland the ideal partner for the client. Microland's strengths included: steady

Our key services included

- Inbound and outbound calling accessibility to all the client locations globally – Plug and play for increasing number of offices in future
- Enterprise service desk for end users
- L1 Support through phone and e-mail
- Ticket logging activity comprises – categorizing the issue, prioritizing and aptly assigning the ticket to the relevant resolver group, if not resolved by the desk etc.
- Remote capture of desktops
- Application support
- Resolve the issue/request in the first instance
- End-to-end incident management for quicker resolution

performance, operational flexibility and introduction and implementation of Continual Service Improvement Plans (CSIP).

Transformation

SEAMLESS IT SUPPORT WITH ROBUST TOOLS AND PROCESSES

Microland provided the client with robust IT infrastructure support with a 24X7X365 days service window, process driven and ITIL based service delivery, ISO 27001 certified delivery center, easy accessibility with a single contact number, and a dedicated disaster recovery center for service desk. We also provided continual service improvements through defects and data analysis, improved turn-around-time and enhanced end user computing time. In addition, our robust governance processes include service level reporting and performance measurement, process and quality measures.

Centralization of Service Desk: Prior to working with Microland, the client had multiple help desks across geographies. Microland centralized the operations and governance for Service Desk with standard processes

Proactive problem resolution: In order to improve responsiveness, Microland leveraged higher level access to the client's infrastructure ecosystem to proactively resolve issues

Customized Solution: Most of the operations and governance modules including quality, training and induction were customized based on client's environment and desired business outcomes

Ensure seamless continuity of operations: Microland built a comprehensive knowledge base of service desk related issues and potential solutions to ensure that a new member joining the team could start delivering at full efficiency from day 1

Figure 1: Key differentiators of the Microland Solution

Outcomes

MAXIMIZING EFFICIENCIES WHILE REDUCING COSTS

We helped the client maximize efficiencies and reduce costs through cutting-edge Remote Infrastructure Management (RIM) solutions and support. By partnering

with Microland, the client enhanced agility and improved client confidence. Figure 1 provides the key benefits of this engagement



Benefits

- Reduction in ticket lifecycle reduced from 4 to 3 days

Impact

- Quicker resolution for the issues reported



Benefits

- Despite significant volume increase consistently met SLA's > 80% across all service lines

Impact

- Improved client confidence



Benefits

- Consistently scored above 3.5 / 4

Impact

- 93% users rated services 'Excellent' / 'Very good.'



Benefits

- Merging service lines to optimize resource Telephone expense management

Impact

- Reduction of 2 FTEs IT cost savings of 20K GBP

Figure 2: Key benefits of the engagement

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.

