

CASE STUDY: SERVICE OPERATIONS



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SITUATION

A local nonprofit that provides 24/7 access to patient prevention, treatment and support services was experiencing network issues and outages. These issues limited the organization's ability to provide help to people in need because their clients couldn't reach them. Realizing the problem was due to more than just technical issues, the group engaged ECCO Select to assess and improve its IT service operations processes.

ECCO found that technicians were not prioritizing Service Desk tickets. The IT department also lacked goals for trouble ticket follow-up, and when an application or network outage did occur, there were no procedures to quickly solve the problem.

SOLUTION

ECCO worked with the IT team to establish a new process for assigning a priority level to each Service Desk request, and set standard time frames for providing assistance. Each ticket was assigned to a particular IT technician, which was communicated to the employee. The team also put together a plan for how IT employees should handle "critical incidents," such as an email outage, phone outage or a network failure, and created performance goals for restoring service.

RESULT

ECCO was able to help the team build successful and effective processes that positioned the IT department as an integral part of the organization's overall strategy. Nearly all of the backlog service requests were resolved, and employee satisfaction with the Service Desk improved drastically. Impressive results included:

- **Implementation of a two-hour response time, with 99-percent compliance on 4,654 tickets.**
- **Improvement of major incident resolution to an average rate of 98.6 percent availability.**

Comments from satisfied employees:

- *"I just wanted to say that I have nothing but excellent remarks regarding the newly updated Service Desk. I truly appreciate the streamlined process."*
- *"The IT team in general is very responsive and helpful, and this new structure seems to make everyone's job a little more focused and organized."*
- *"I really appreciate the quick response!"*