

Dutch Telecommunications Provider Outsources Service Desk.

CGI's blended team answers the call.

The client is a leading telecommunications and ICT service provider in the Netherlands.

THE CHALLENGE

As one of the most popular ways for businesses and people to stay connected, the demand for telecommunications is relentless. In the long term, the client has to respond to the demand by continuing to grow and keeping their strong hold in the European market. More immediately, they were looking at opportunities to reap the benefits of outsourcing.

OUR ANSWER

CGI began with a quick scan to understand exactly what was required and promptly returned with an assessment. Together we built a business case. The telecom provider was assured that after a smooth transition, CGI would deliver to the level of quality and expert support needed.

Using our services, the telecom provider would get the most suitable and cost effective location and resource for each activity. For instance, the Dutch and Indian parts of the team would handle the day-to-day requirements of the client's IT systems. The process for authorization requests would be run and supported out of India. Our practical approach made sure that the telecom provider's organization could go about their business as usual. For the first three months the services were provided out of their offices. It was then transitioned to CGI. Our India based staff traveled to the Netherlands for six weeks of knowledge transfer.

THE RESULTS

The telecom provider relies on CGI for first line service desk support for their IT department. Staff can contact the service via phone, email and Internet to get almost immediate help with nearly 800 business applications.

Previously, the ticket volume was very high (15% over the baseline). Performance was not up to the mark. The service desk began to perform better in a matter of six weeks after CGI took over. We worked with them to build a business case that worked on the gain-share concept. It has helped manage the flow of queries. And, now fewer people are required for the same amount of work. Resources have been smoothly transferred into CGI. They work from convenient locations minimizing travel time. This crucial part of the contract has been handled well and the telecom provider is pleased.

WHY CHOOSE CGI

We are a global player with local presence. We have helped companies of all sizes move out to low-cost locations like India and Morocco, while remaining close to our client. (Wherever you want to go, we have an office nearby.) We can help you reduce costs, break the language barrier and avoid cultural misunderstandings.

CASE STUDY

SERVICE DESK

Benefits

- Automated reporting on ticket handling: It is a lot quicker to generate.
- Better service at lower costs: within nine months. All KPIs (e.g. availability, accessibility) have been met or exceeded.
- Security standards are as per the Data Protection Act 1998.