

N1/N2 Help Desk for a construction equipment rental company

CONTEXT

- Outsourcing of IT support services to optimize costs while ensuring a high level of service quality.

OPERATIONAL SCOPE

- Level 1, 2, and 3 user support, incident and request management, escalation to business and technical teams outside the scope.
- Multi-channel support (emails, calls, MS Teams) and continuous enrichment of the knowledge base to optimize resolution.
- IT infrastructure supervision: asset management, software deployment, server administration.

KPIs

- Backlog: 0%
- FCR > 90%
- CSAT > 90%
- SLA > 90%

CHALLENGES

- High turnover and high local recruitment costs

TAILORED APPROACH

- 1 Qualified Help Desk team dedicated to user support
- 2 ITIL-certified Service Delivery Manager to oversee quality and commitments
- 3 Competitively priced outsourcing offering, combining performance and budget control

