

N1/N2 Help Desk Business Applications Support

CONTEXT

- A major player in the construction industry, operating in nine countries, outsourced its user support to manage 3,500 to 4,000 incidents per month. The objective : to provide multilingual support available to 7, 500 users and covering 150 business applications .

OPERATIONAL SCOPE

- N1 and N2 Help Desk support from 7 a.m. to 7 p.m., Monday through Saturday
- Support for 150 business applications, including 10 critical ones
- Microsoft Exchange / Office 365 Support
- Notes/Lotus Support
- Assistance with updates and mobile configuration
- Handling incidents related to remote transmission, data backup, and security
- VPN & multi-factor authentication

KPIs

- Backlog: 0%
- FCR > 75%
- CSAT > 80%
- SLA: > 90%

CHALLENGES


- Ensure rapid response (< 30 seconds) and resolution on the first call
- Provide service that complies with customer security and confidentiality requirements
- Maintain a high level of support availability over a wide range of hours
- Centralize requests via a high-performance ITSM platform

TAILORED APPROACH

- 1 Recruitment of experienced, bilingual staff to cover all geographical areas
- 2 Set up a secure working environment with VPN and MFA
- 3 Adaptation to the client's internal tools and procedures
- 4 Ongoing training on 150 business applications



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