



blue  
mantis

## CASE STUDY

# 24/7 Help Desk Services Enable Global Application Delivery Networking Provider to Achieve 30% OpEx Savings

## Overview

A global application delivery networking provider with 4300+ employees lacked a 24/7 capable help desk. The client desired a utility model to provide quick resolution to basic, every day events to optimize Tier 1 events. They required a partner able to integrate into their existing help desk structure to eliminate lost productivity and cost associated with inactivity. They wanted to extend their motto of delivering excellence to their internal end user community.

## Solution

Blue Mantis' Help Desk Services were implemented to cover 4,350 users and provide 24/7/365 support via phone and email. Integrated services into the client's existing help desk structure included: use of their ITSM platform, live transfer capability, and ability to consume/create knowledge-based articles. Blue Mantis provided support for general Help Desk requests, incidents, customized Tier 1 incidents, and live escalation to client internal resources. In addition, Blue Mantis equipped the client with knowledge-centric services, including creating and updating data to ensure it remained usable and removing data no longer relevant.

## Business Outcomes

### Increased Savings & Streamlined Cost Planning

The solution maintains staff levels while expanding operations to 24/7. The fixed costs and multi-year budgeting agreements deliver predictability and streamlined cost planning. The net result was 30% savings vs. providing same service in-house.

### Reduced Operational Gaps

The flexible capacity model accommodates for peaks/dips in volume. Blue Mantis' technical team absorbed the high workload of repeatable Tier 1 events resulting in improved response times for complex issues. The solution also helped to reduce operational gaps such as technical debt, skill erosion, and staff attrition.

### Improved Customer Service & End User Experience

Blue Mantis' solution of transparent operations and simplified single source support process improved customer service and end user experience. Over the duration of 12 months, a total of 31k tickets were received with a 74.7% first call resolution rate and a call queue ASA of 48 seconds. The recent internal surveys demonstrate 96.1% satisfaction.

## At a Glance

### Challenges

- Global workforce with employees in different time zones required 24/7/365 service support.
- 4300+ employees to support on a daily basis in a timely manner.
- Lacked partner integration into their existing help desk structure.

### Benefits

- Markedly improved customer service and end user experience.
- Fixed costs & multi-year budgeting agreements deliver predictability and streamline cost planning
- Recent internal surveys demonstrated 96.1% satisfaction.

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"The client's internal support team consistently struggled with the high workload of repeatable Tier 1 events. These day-to-day tasks consume a lot of time that could be spent on more complex issues. Our team absorbed the Tier 1 workloads while expanding operations to 24/7. The new process improved customer service and end user experience."

### Geoffrey Smith

Practice Dir. Modern Workspace  
Blue Mantis