STREAMLINING WORKFLOW: THE ART OF AUTOMATING TO ELIMINATE BACKLOGS

Abstract

Sarah Anderson, VP of Service Desk Operations at a global foodservices company, was dealing with several customer complaints regarding delayed responses, unaddressed queries, and lack of complete service level agreements. This case study talks about how Infosys helped Sarah implement a workforce management tool to centralize customer interactions and streamline service desk operations. This not only led to increased efficiency and improved service level agreements, but also led to better end user experience.

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The backlog conundrum

Sarah Anderson, VP of Service Desk operation, at a global foodservices company, was responsible for managing the IT infrastructure and service desk requests of their company, across multiple locations globally. She was managing a big team, across different time zones and languages, and needed to ensure the team met the company's service level agreements and key performance indicators.

However, it had been challenging for her. Sarah had been receiving several customer complaints regarding delayed responses, unaddressed queries, and a general lack of efficiency in the service desk operations. What made the situation more complex was that parts of their service desk had been offshored to a vendor, while the application and complex issues were being handled by their internal team. The complexity contributed to reports of inadequate phone service level agreements, which led to ticket backlogs. These backlogs caused further delays in response, which took up to 5 days to respond on what typically required about an hour. The resolution times also saw a substantial increase, taking over 5-10 days, resulting in a negative end user experience that adversely affected employee productivity.

These responsibilities were stressful and time-consuming, and Sarah was under immense pressure to find a solution and improve things as soon as possible.
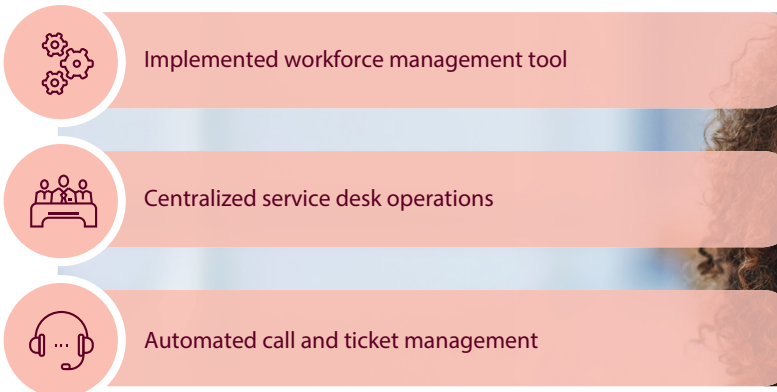
Sharing the load

Sarah decided to reach out to Infosys, being well aware of their specialization and expertise across the service desk domain, to seek help. She connected with John Rose and shared her challenges with him. He quickly the scenario and worked closely with Sarah to understand the company's processes and requirements.

Approach summary

- Implemented workforce management tool
- Centralized service desk operations
- Automated call and ticket management

After a thorough analysis, John recommended the implementation of a workforce management tool that would centralize all the customer interactions and streamline the service desk operations. Despite the tool's potential benefits, Sarah was initially skeptical about how will the security and risk be managed with the implementation of the tool. However, John was confident in his offering and reassured her that the investment would pay off in the long run, leading to increased efficiency and improved service and no concerns on security of her company's data.

The tool automated the call queue monitoring and ticket management, resulting in significant improvements on the call and tickets statistics. It also resulted in multiple other service and process improvements, including automated dashboards where all data, graphs, and reports were just one click away.

Traveling light

The workforce management tool centralized all customer interactions, which streamlined the response time to 1 hour while reducing the workload on the service desk team by 15%. Sarah saw a significant dip in call volumes by 33% due to lesser backlogs and repeat callers. This enabled her team to further respond to customer queries quickly. The tool also provided insights into customer behavior through automated dashboards, which helped in improving the services desk further, leading to 20% enhancement in end user experience.

Key benefits

Dip in call volumes by over 30%

Faster response and resolution

Automated dashboards and reports

Improved end user experience by 20%

Sarah was amazed at the difference the tool had made. She was now able to focus on other areas of the business and was no longer stressed about the service desk operations. She was grateful to John for providing a solution that had made her job easier and improved the company's operations.

John continued to provide ongoing support and maintenance to ensure that the tool remained up-to-date and effective. Sarah's organisation appreciated the work done by them which enabled them to be efficient in their daily activities. The successful completion of the project also led to a long-term partnership between the two organisation, as bigger and better things await.

Names have been altered to preserve the identities of the people involved.

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