

*A well known US hospitality supply company transforms help desk support with Canvas IT outsourcing, eliminates 100's of monthly inquiries, improves satisfaction scores, employee uptime, and performance.*

This Company has been a premier supplier of products to the hospitality industry. Today, they support major global hotel brands, helping them to create memorable guest experiences and achieve brand consistency across geographic markets. Through an extensive global supply chain, they offer more than 50,000 items, from 1,600 national brands and over 2,500 best-value products.

## **CHALLENGE**

### **Too Many Calls – Never Enough Time**

To support its operations, the supplier employs 900 dedicated staff members across the globe, with 600 of those holding positions that rely on having immediate access to their computers, and the applications necessary to operate the business. With two IT service desk representatives available from 6:00 AM to 6:00 PM CST, having a 5-hour period of cross over for peak volume, there was a struggling to keep up with the IT support calls that needed attention.

Receiving approximately 640 recorded tickets monthly, with some already waiting in queue from overnight calls each morning, it was not unusual to have a backlog of unresolved issues by the end of each day. In fact, on days where staff was late or out, as many as 50% of the incoming calls could simply roll to voicemail unanswered.

Knowing that they needed to do something to alleviate the number of unresolved issues, their IT leader had been searching to fill a third position on the team. However being located 37 miles outside the nearest major metropolitan area, it proved a challenge and the seat still remained empty 18 months later. Another challenge they were facing was that the ticket tracking system was over ten years old, and was originally designed for another purpose. They needed the benefits of an ITIL-compliant system.

## THE SOLUTION

Discovery and Transition - Canvas IT knows that transitioning the operational IT support of a company is integral to continuous smooth operations. So with a structured approach that follows ITIL recommended practices, the three-month transition began with an in-depth discovery phase that included:

- > On sight visitation where Canvas IT employees – from the CEO to the individual service desk representatives, meet face-to-face with their client employees
- > An analysis of the top 20 ticketed issues
- > An assessment of current escalation process
- > Evaluation of existing documentation practices
- > Training on the existing applications and IT infrastructure
- > Implementation and configuration of the new ticketing solution according to the companies escalation procedures

## THE RESULTS

### 1. Immediate, Significant Improvement

One breakthrough was immediately apparent. The new ticket management software was included with the bundled solution, so Canvas IT immediately improved call tracking measures. What's more, with sufficient staffing to answer all calls, all hours of the day, what their overwhelmed staff had been recording as approximately 650 calls per month, was in reality closer to 1,800 monthly inquiries.

The discovery not only uncovered just how inadequately the existing resources had been, it also identified a configuration problem with their virtualization platform that was causing stability problems for end-users. The result was an immediate reduction of 300 to 400 monthly end-users issues and inquiries.

### 2. Continuous improvement

The benefits of Canvas IT's outsourced solutions for both the organization and end-users has been enormous and are setting a new standard for the companies resolution of service calls. Canvas IT evaluates every escalated incident to identify systemic issues and to reduce any gaps in the Tier 1 representatives' knowledge to continually improve speed and accuracy.

### 3. Improved operations and efficiencies

Not only did the call volume drop from the discovery of the configuration error, call volumes have continued to reduce as more and more issues are now tracked, evaluated, and resolved properly. The current monthly number of tickets is approximately 50% of the volume experienced the first month.

### 4. Shorter resolution times

Now inquiries are answered by the shared resources of six to seven representatives, 24 hours a day, 7 days a week. This has significantly dropped call answer times from having as much as a 20 minute delay, to now being answered on average within 30 seconds. Call times are averaging six to seven minutes and now rather than half of the calls going to voicemail, it is rare to have even one voicemail a day.

### 5. Flexible Contact Methods

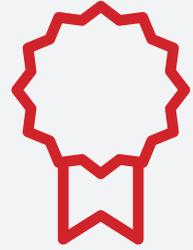
The Canvas IT service have also opened new ways for end-users to reach the service desk with options for online chat, email and portal available in addition to phone support so end-users can choose their preferred method of support.

## 6. Improved end-user services and experience

Canvas IT's mission is that with every interaction they build the customers trust in their ability to do the job just as they would. For them, this has translated into monitoring metrics to ensure continuous improvement, and conducting random satisfaction surveys to ensure they are providing Canvas IT's Exceptional Experience for all end-user.

In fact, Canvas IT wanted so much to live their value of being an extension of the customer's team, that for them, they made their team a part of their own. So rather than this company having to release the employees that had so dedicatedly served on the help desk, for those that did not find other roles, Canvas IT made them a part of their own valuable team!

“ It was critical for us to find an outsource provider that would not just take over our help desk operations, but that would also improve them! I needed more coverage, improved tracking, increased call resolution, and best practices process. - IT Manager ”



**96.5%**  
**Satisfaction Score**

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**BEFORE**  
**60-70% Calls rolled**  
**to Voicemail**



**Now less than 1%**



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**Average answer time**  
**is currently less than**  
**26 seconds**