

Service Desk Solution

A global leader in financial services turned to Zones to overhaul their service desk.

A major worldwide financial services organization engaged Zones to manage their end-user service desk. The company needed a partner to handle the surge in incidents triggered by work-from-home users during the COVID-19 pandemic. Not only that, but the client had a very aggressive time frame of three weeks. Zones met the challenge successfully both in terms of speed, scale, and quality right from the word go.

24/7

24/7 service desk coverage.

800

More than 800 incidents handled daily.

30%

Over 30% savings compared to previous solution.



CHALLENGE

- COVID-19 overwhelmed the client's typically robust service desk capabilities.
- The service desk dealt with up to 800+ incidents 24 hours a day, seven days a week.
- The client couldn't afford downtime and needed a new service desk solution within three weeks.



SOLUTION

- Zones built a team of architects to oversee a complete overhaul of the client's service desk.
- Over 75 agents staff the new service desk to handle a much higher volume of requests.
- The desk was up and running well within the client's three-week time frame.



RESULTS

- The new service desk is online 24/7/365 and can handle 800+ incidents daily without issue.
- Zones estimates that the client now saves over 30% in ROI compared to the previous in-house operation.
- Zones rolled out the new service desk quickly, without interruption or downtime.

Consider **IT done.** Visit [zones.com](https://www.zones.com) or call **800.408.ZONES** today.

THE CHALLENGE

The client's in-house service desk team handled a wide variety of requests that came from over 175,000 employees around the world 24/7/365. The client could typically handle the volume of service desk calls on its own, but the COVID-19 pandemic caused a steep surge of over 800 requests a day. Newly remote team members needed work from home kits that included laptops, routers, and other peripherals. At the same time, the client had planned on rolling out multiple IT initiatives that were expected to create their own surge of requests. Therefore, any service desk upgrade had to be in place within three weeks, or it would coincide with the new initiatives and the flood of service requests would be unbearable.

THE SOLUTION

Given the need for speed, it was clear that there would not be a second chance to get things right. Therefore, Zones adopted a multi-pronged strategy to solve their challenges right from the start. Zones assembled a team of senior architects from various global solutions and delivery centers. The team was divided based on the different tracks - core solution, infrastructure and facilities, recruitment, delivery readiness, and legal. In parallel, Zones assembled an executive team to receive real-time updates and provide guidance and approvals on everything from expenses, pricing, legal clauses, HR, and more.

With this team of experts, Zones set up a 24/7/365 service desk within the client's three-week time frame. Over 75 agents operate the desk so it's well-equipped to handle a much greater number of service calls than the previous system. Zones also maintained an SLA compliance level of over 90% minimum, which was only expected once operations were complete.



Immediately, it was clear that Zones showed a level of hunger and agility that aligned with our expectations. We weren't looking for a 'vendor,' we were looking for a 'partner' who we could trust with this project and others going forward. Zones proved to be up to the task, and we're thrilled to have them as a solutions provider.



*Director of IT,
Worldwide Financial Services Organization*

THE RESULTS

The client's new service desk solution has proven to be everything they had hoped for and more. With the number of agents running the desk, it can easily handle over 800 incidents a day, so even with more service calls than usual due to the pandemic, the client is set. The new service desk has saved the client money, as well: Zones estimates that the client has saved 30% in ROI compared to the previous in-house desk. With these cost savings, the client can focus on rolling out significant corporate initiatives and company growth.

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