

Workplace Transformation and Service Desk Support

Zones facilitates workplace transition and infrastructure support for a global investment bank.

A leading multinational investment bank and financial services company with a global presence was challenged with transitioning 189,000 of its global workforce to a work-from-home (WFH) model due to lockdown restrictions during the COVID-19 pandemic. Assisting employees in successfully transitioning to WFH was key to ensuring business continuity. The client expected an average of 1,500 calls per day in addition to their current call volume. Their existing service desk couldn't handle these volumes, creating an untenable situation. To address this critical issue, the client needed an expert partner. Zones quickly organized a team to respond and put forth a solution that made the transition seamless and well-orchestrated.



Transition 189,000 employees to a work-from-home model.



100 Zones employees engaged to support implementation.



Integrated ZonesAssist to track, report, and manage incidents.



CHALLENGE

- The client needed to transition 189,000 employees to a work-from-home model.
- An average of 1,500 calls per day were expected in addition to their existing call volume.
- Lack of infrastructure capabilities to handle the call volumes to support employees.



SOLUTION

- Zones established a leadership committee to assess requirements and address concerns.
- Assembled an offshore response team to respond to Level 0/Level 1 calls and route only escalations to the service desk at the client's location.
- Engaged 100 Zones employees with various capabilities to ensure seamless process implementation.
- Ensured ZonesAssist platform integration to support appropriate handling and reporting of incidents requiring triage.



RESULTS

- Faster resolution of employees' queries.
- Increased efficiency in coordination between multiple sites.
- Tactical and strategic solutions deployed to ensure business continuity for the client.

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THE CHALLENGE

The COVID-19 pandemic triggered rapid workplace transformation at an unprecedented scale. Businesses had to transition to a work-from-home (WFH) model overnight to mitigate financial impact and ensure business continuity. The transition was especially challenging for multinational corporations with a global footprint. A leading investment bank had to transition 189,000 employees to a WFH model and needed an expert partner to provide the necessary IT support for all its employees, which their existing infrastructure and service desk could not provide.

THE SOLUTION

Zones assembled an expert team to assess the requirements and time scale of the transition to devise an all-encompassing solution comprising both technology and personnel support. Over 100 Zones employees from cross-functional teams, including Service Desk Reps, Project Managers, Team Leads, and Client Innovation Leaders were involved in supporting the client when the pandemic was at its peak.

Zones leveraged its global presence and assembled an offshore response team in India to support first-level calls from employees, which were estimated to be very high. The client's service team was only brought in for escalation calls. The script, specifically designed to address the connectivity and support issues of first-time WFH employees, had a high resolution rate and reduced the call volume routed to the client's service desk. This significantly reduced the burden on the client's infrastructure and ensured uninterrupted work connectivity for the employees.

Zones further integrated the ZonesAssist platform with the client's service desk infrastructure to ensure incidents requiring triage could be handled and reported appropriately.

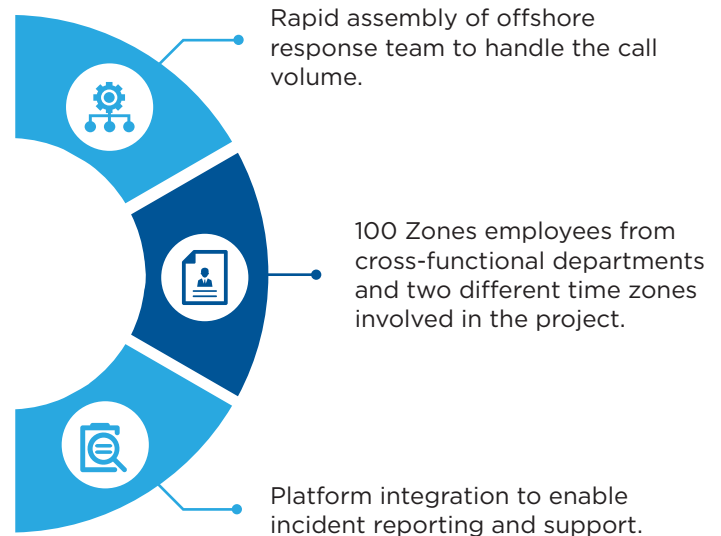
THE RESULTS

The Zones team mitigated the risk of business disruption and operational inefficiency for the client, which could have resulted in significant financial impact. Zones leveraged its global presence to deploy the solution rapidly and meet all the technical and personnel

“ The pandemic forced us to restructure and regroup ourselves in a way we could have never predicted. The process changes that would normally take years to implement had to be done at such an accelerated rate that we could not have done it without the support and expertise of the Zones team. Being the first point of contact for 189,000 employees working from remote locations is no small feat, and the Zones team went above and beyond to deliver on their commitments. ”

*IT Director,
Global Investment Bank*

requirements for a seamless transition to a remote working model. Zones' efficiency and commitment have led the client to solicit further support in other areas to assist operations.



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