CASE STUDY

SYSTEM CREW

OVERCOMING IT CHALLENGES ON A GLOBAL SCALE

Effective IT support for 55+ countries just a click or a call away

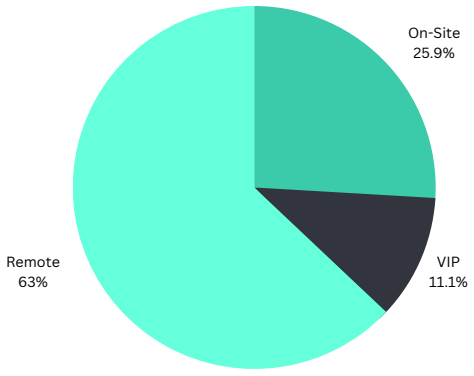
Summary

In 2018, we undertook an ambitious project to establish from scratch a centralized IT helpdesk for three customers, covering over 70 locations in more than 55 countries all over the world. The main goal was to build an international team to cover 1st-level tasks for three independent customers, as well as assist with their day-to-day technical inquiries and challenges.

Gradually, our helpdesk team was also onboarded to manage up to 85% of second level activities, thereby ensuring a consistently smooth and frictionless user IT experience across our clients' global operations.

Moreover, customers envisioned the presence of VIP on-site support for three selected locations, a role seamlessly integrated into on-site support operations by our team.

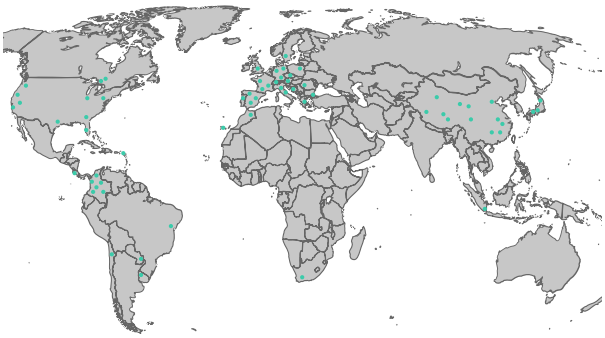
As a result, all clients have not only extended this service but enabled us for significant other services around network, cloud, digital transformation and advisory throughout the years.



Distribution of IT support agents by role

Customers

Industry: Logistics & Supply Chain, Fiduciary
Headquarters: USA, Switzerland
Employees cumulated: 1600+



Success Factors

Maintaining **comprehensive documentation** of common issues, solutions, and best practices to enable efficient troubleshooting.

Regular **trainings and skill development** for helpdesk staff keep them updated on the latest technologies and support techniques.

Prioritizing user needs and tailoring solutions to their level of understanding contributes to a positive support experience.

Proactive approach to problem-solving by identifying and resolving potential issues before they impact business or users.

Key Facts

Ticket Volume: 4500 per month
SLA Compliance Rate: 96%
Staff: 27 remote & on-site

*We provide end user IT help that not only enhances **user experience** and boosts **productivity**, but also ensures a **stable and efficient technology environment** for the business and operations.*