



## Leading Car Manufacturer Delivers Enhanced Customer Service with Helpdesk Support

A leading international car manufacturer has substantially improved their customer service levels and reduced their costs with Allied's Helpdesk Support.

### CLIENT

Leading Car Manufacturer

### CHALLENGE

To provide an efficient and cost-effective helpdesk support

### SOLUTION

Project Management & Helpdesk Support

### RESULT

Improved customer service and cost savings

### About our Client

Our client is one of the world's most successful automotive companies. It is one of the biggest producers of premium cars and the world's biggest manufacturer of commercial vehicles.

### The Scenario

Our client was in need of a support solution to increase service levels to end-users. They looked for a solution provider who could identify the problems that were affecting the productivity of the IS department, and make recommendations which would help them achieve their core objectives.

### Business Challenge

To provide an efficient and cost-effective helpdesk support for client's UK IS department. In addition, the client needed a quick response mechanism to increase service levels to end-users.

### The Solution

Allied Worldwide conducted an initial assessment, and then implemented a four month helpdesk advisory project. A Project Manager was assigned to revise the helpdesk procedures and implement a dedicated helpdesk system, which included an up to date problem management software package. Call logging procedures were also revised in order to monitor and control calls. This enabled better escalation of calls and also provided management information about the nature of user problems.

A better statistical analysis system was developed to separate problems into 'Usability' and 'Fault' issues, which served to establish any recurring problems that could be addressed by user training.

Allied also introduced a Technical Call Vetter, who as well as improving first line problem resolution, ensured that calls were prioritised correctly and allocated to the most appropriate individual. This

led to improved productivity of the support team, and enabled the development team to focus on the proactive IS requirements.

We also provided dedicated resource staff, as a cover for 1st line support, to reduce the workload placed on the internal support team.

### The Result

With the implementation of a structured help desk service, Allied helped our client to use their existing resources more effectively, improving workflow and allocation of work.

As a direct result our client has reduced the high expenditure on external contractors, who were often being used for the development work. They now gain more value from their internal staff, who are now dedicated to more appropriate development work instead of low level desktop support issues.

As required user confidence in the helpdesk system has increased significantly in line with the increase in customer service levels.



**Allied Worldwide** is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO who requires flexible and innovative solutions in an increasingly demanding global environment, to deliver high performance business solutions against ever decreasing time scales.

### Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

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