



## Leading Manufacturer Delivers Business Agility and Flexibility with Distributed Support Model

Allied implemented a distributed support model to increase flexibility, decrease costs and enhance service quality across Europe.

### CLIENT

Leading manufacturer of Test and Measurement instruments

### CHALLENGE

To provide a flexible and cost effective support solution

### SOLUTION

Distributed Support Services

### RESULT

Increased flexibility, decreased costs per call and improved user satisfaction

### About our Client

Our client is a leading manufacturer of Test and Measurement instruments, solutions and services for the computer, semiconductor, aerospace, consumer electronics and education industries worldwide.

### The Scenario

The client has a strong operational base across Europe, but was facing problems with multiple service providers delivering varying service quality. Additionally they needed a highly flexible delivery model to meet their business efficiency requirements.

Previously, Allied Worldwide had successfully assisted in designing, deploying and supporting the client's IT infrastructure across Europe. Having a proven track record we were selected to extend our services and provide a cost-effective and flexible support solution.

### Business Challenge

To remain leaders in their field, the client needed a flexible resource solution that provided geographical support in multiple locations, by both increasing and decreasing staffing levels at short notice.

The client was also looking at a cost effective way to enhance support in the regions by improving user satisfaction and creating a platform for ongoing cost & performance improvement.

### The Solution

Allied implemented a bespoke Distributed Support Model, providing bi-lingual support professionals, with local language skills, based appropriate to the geographic location. This solution provides for enhanced local "hands on" support in key locations, which change according to business

