



## Leading Research Group Benefits from an Improved Support Service across Europe

Allied Worldwide have engaged with a leading international research and consultancy group with PC & Network support, to provide an improved and more consistent service to their user community.

### CLIENT

Leading International Research and Consultancy Group

### CHALLENGE

To provide a flexible and cost-effective PC and network support across Europe

### SOLUTION

Dedicated PC & Network support

### RESULT

Improved service levels and cost benefits

### About our Client

Our client is a leading international research and consultancy group that blends strategic consulting with innovative and efficient methods of investigation, analysis and application. It offers premier research capabilities for a diverse list of practice areas.

### The Scenario

Our client's European site locations had no dedicated personnel who could provide PC & network support on a proactive basis. All user problems were previously managed through the central UK helpdesk. Some issues could be resolved over the phone, although UK based staff would often have to be flown out to local sites in emergency situations. This was clearly not a cost-effective solution and prevented a rapid response to user needs. As a result satellite offices felt detached from the central desk support and complaint levels were very high.

### Business Challenge

To provide a flexible and cost effective PC and network support solution to their European locations. In addition our client needed an improved and more consistent service to the user community, whilst enabling a more effective use of their existing budgets.

### The Solution

Allied now provide dedicated PC & Network support to a number of sites in France, Holland, Germany and Belgium.

Because some of their smaller European sites (with between 10 and 30 staff) did not warrant a full time support engineer, we were able to resolve this problem, by providing dedicated support on a time share basis. Some of the larger sites have a dedicated support professional for 3 days each week whilst some of the smaller locations have regular support for as little as one day per fortnight.

