



Major Television Network Delivers Seamless IT Support Across Europe

A major television network deployed Allied's IT Helpdesk Support Solution to deliver responsive, personal, cost-effective customer service to end-users.

About our Client

Our client is the world's most-watched television network. Through its ground-breaking visual style, breakthrough music events, innovative documentaries, and unique programming, it has become the leading authority for generations of music fans.

The Scenario

The client was facing internal IT support issues, as they did not have enough resources for supporting their satellite offices across Europe. They decided to outsource the IT support function and signed a one year agreement with one of the largest international support organisation in the market.

However, six-months into the contract, the service levels were falling, whilst costs attributed to the direct and indirect management of the contract were escalating.

While their parent company was investigating another global outsourcer, the subsidiary company had to look for a supplier who could provide a 6-month "stop-gap". The service provider would need to quickly meet service requirements across Europe and demonstrate significant cost reductions.

Business Challenge

The client needed a far more efficient and cost-effective helpdesk solution to support their IT function across Europe. In addition, our client needed dedicated, flexible and proactive resources on an on-demand basis, to cover any additional or ad hoc support requirements.

The Solution

Allied approached the project from a co-sourced perspective, enhancing and augmenting the clients internal IT structure rather than replacing it. We provided dedicated full-time personnel in support of satellite offices across large sites in Munich, Amsterdam, London and Milan. For medium sized

"We set ourselves a tough challenge in terms of developing a clear perspective on shareholder value within our company and in aiming to use helpdesk outsourcing to help us achieve this goal. We did not think we could get what we wanted, but the Allied Worldwide fits well with our corporate goal to deliver higher level of user support and satisfaction while reducing costs."

IT Manager

Major Television Network

CLIENT

Major television network

CHALLENGE

The client needed an efficient and cost-effective IT support solution

SOLUTION

IT Help desk & dedicated support professionals

RESULT

Improved customer satisfaction and reduced costs

