

Truck Maker's Tech Support Gets a Turbo Boost

An automotive firm souped up its service desk and user support with transformative Atos Digital Workplace solutions and managed services. The results were top customer satisfaction ratings and a 50 percent reduction in help desk volumes.

Challenge

Continuous improvement is a guiding principle for this North American commercial truck manufacturer. The philosophy extends not only to engineering innovation, but to superior technical support that meets its employees' evolving needs and work patterns.

Recently the company decided to upgrade its user support by going to a comprehensive, fully managed professional services contract for service desk, account management and dealer help desk services. After evaluating a number of vendors, the company selected Atos based on cost advantages and a prior successful relationship. The company noted that, of all the applicants, Atos demonstrated the best understanding of its business requirements and processes.

The contract includes Atos Digital Workplace, an end-to-end suite of workplace transformation tools that helps companies improve IT efficiency and meet the needs of today's connected workforce. Digital Workplace includes an omnichannel Help and Interaction Center that offers a single point of contact for all support issues, with support for users wherever they are, over multiple channels such as phone, web, email and chat. The Help and Interaction Center promotes self-help to accelerate problem resolutions while increasing resource productivity.



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Atos

Solution

Atos is providing IT service desk support and account management for most of the manufacturer's brands across the U.S. and Mexico.

From the outset, the firm was committed to working in a true partnership with Atos to address users' technical needs in a timely and cost-effective manner. Close collaboration allowed Atos to gain a thorough understanding of the business, which allowed it to take the lead in redefining processes to streamline IT service delivery.

To automate and speed the flow of service desk responses, Atos and the customer technicians worked together to create some 3,000 "standard tickets" or templates for common IT support issues. Standard tickets are automatically filled in with instructions on where to route a particular type of query and how to resolve it.

In addition to streamlining the service process, the firm wanted to educate end users and enable self-help where possible. Now, rather than simply having their problems fixed without understanding the solution, users are guided to a proper resource, form, or are walked through the process by an expert technician so they can do it themselves the next time.

Outcomes

The streamlined IT support services have yielded measurable improvements in user satisfaction and efficiency:

- 99 percent of all service requests are handled as a standard ticket that can be resolved in an expedited fashion
- 80 percent of calls deemed "solvable" are resolved right at the help desk
- All SLAs are consistently being exceeded
- Customer satisfaction rating is consistently over 4.5 out 5
- User education and self-help practices have reduced calls by more than 50 percent over two years

As Atos continues to collaborate with the firm on refining processes and workflows, even more savings are envisioned.

Why Atos?

A leading global provider of digital services, Atos has been recognized as a leader in Gartner's 2018 Magic Quadrant for Managed Workplace Services for both North America and Europe. Atos Digital Workplace solutions deliver an end-to-end workspace transformation, helping employees connect, communicate and collaborate efficiently so they can deliver better service to your customers.



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