

# Simply Delightful

## Summary

## About the Customer

## Pressure Points

The helpdesk process was not streamlined	Inability to triage P1 tickets due to lack of L1 in-house support	Excessive volume of P1 tickets exceeding capacity
User access control challenges causing setup issues and P1 incidents	Data and communication loss due to informal communication channels	

# Solutions

- Implemented L1, L2, L3, and L4 support levels
- Streamlined incident management process
- Provided functional and technical application support
- Established a knowledge base with FAQs and articles

<p><b>Functional Scope (L2)</b></p> <p>Provide support for financial management, inventory and production control, procurement, sales and delivery, transportation management, and human resources modules.</p>	<p><b>Incident Management</b></p> <p>Establish efficient incident management processes, including incident logging, diagnostics, ownership, communication, knowledge base updates, SLA adherence, and customer satisfaction surveys.</p>
<p><b>Technical Areas of Scope (L3)</b></p> <p>Offer break-fix support, minor enhancements, and integration management.</p>	

## Technology Used

- ## Results that Speak Volumes

Achieved a significant reduction in total incident tickets	Early access to application/documentation or task recorder recordings	Streamlined ticketing procedures and redefined ticket priority	Optimized processes and reduced costs
Enhanced user knowledge and awareness through detailed RCA's and KB articles	Achieved zero backlog during Q1 2024	Provided rapid mobilization of L1 support, expanding coverage to 24x7	Continued extended support during critical periods

## By the Numbers

<b>60%</b> reduction in total incident tickets last month	<b>95%</b> reduction in P1 tickets	<b>200+</b> RCA and 90+ Knowledge Base articles created	<b>24x7 support</b> L1 coverage achieved within a month
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