



CASE STUDY

HELP DESK

Labeling and Services Company

Challenges

A Milwaukee-based labeling products and services company's lean internal IT department was challenged in maintaining focus on its high-value projects amid a constant stream of requests from the company's 250 end-users for help with password resets, email, network connectivity, and other routine issues. Additionally, there was no means of tracking the daily opening and closing of IT tickets or reporting on backlogs, patterns, and trends. As a result, the productivity of end users suffered, especially team members in international offices, who often needed IT help outside US working hours.



About Us

SSR designs, implements, and proactively manages information technology strategies for small to mid-sized organizations. Our expert team of engineers, developers, and IT strategists solve your technology challenges with innovative solutions that drive return on investment and provide flexibility as your business evolves. Our services include IT engineering, 24/7 managed services, help desk, system assessments and selection, cloud solutions, business intelligence and data visualization, software development, information security, and disaster recovery.

Where Technology Questions Get Business Answers

Solution

In order to tackle these challenges, the company turned to SSR for 24/7 help desk. SSR quickly onboarded their client's employees onto the service and inventoried the computing resources used throughout the workforce. With this service in place, help desk requests are now handled in a timely manner and in a very systematic approach. SSR's comprehensive ticketing system generates regular reports that enable the labeler's IT department to track IT issues, escalations, resolution rates, and usage, as well as other useful metrics. The company was able to meet end-user needs, while continuing with its philosophy of running lean in IT and avoiding the recruiting and retention problems inherent in building an internal IT help desk.

Reflecting on the experience, the Global IT Director says, "SSR has been great to work with for help desk. They meet their service level agreements and provide knowledgeable, friendly service. With SSR, we have succeeded in better supporting the company's employees while allowing our IT professionals to remain focused on critical projects."

Result

By outsourcing help desk services to SSR, the IT staff was able to focus more on project work and strategic IT initiatives. Now that calls were routed directly to SSR, it created efficiencies within their IT department and overall end user experience improved. IT issues were now escalated to the right people, at the right time.

"SSR has always put our needs first. When the COVID-19 pandemic happened, we were able to scale back our help desk services. SSR was flexible in the fact that we only needed services from 7am-7pm, five days a week. They were able to provide us with a customized solution that worked for us at the time. Now, we are back to a 24/7-type of solution that is working nicely for us," noted a member of the company's leadership team.



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