

CLIENT SUCCESS STORY

\$26K ANNUAL SAVINGS WITH OUTSOURCED HELPDESK

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Lack of in-house specialists causing key team members to be pulled away from their regular roles.

The Challenge

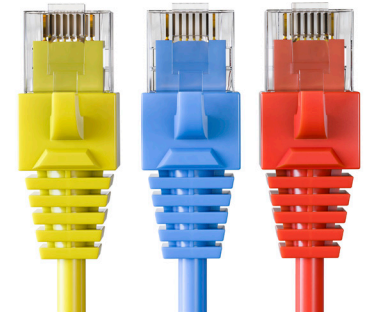
A national IT services client lacked an in-house desktop support specialist, instead utilizing several employees simply wearing multiple hats. With key team members being pulled away from their regular roles for spot support, **the ticket backlog began to build and productivity decreased.**

The Plan

Through the implementation of Spiceworks, our helpdesk specialists were able to **immediately start reducing the number of open tickets.** This streamlined communication system provided users with ticket tracking and updates on issues, and documentation of solutions to be used as a knowledge base. With a formal ticketing system and knowledge center, tickets could be responded to immediately with efficient transaction times.

The Results

Outsourcing helpdesk and systems support instead of internal hiring **saved the company around \$26k in overhead.** With upgrades being handled consistently, ticket submittals were reduced by 68% overall. The employees were able to get more done due to effective equipment with little to no downtime.



Reducing overhead and open tickets by providing a team of specialists ready to respond.

93% of Users

wished their service desk was more efficient

Find more success stories at technologypartners.net/success and see how you can utilize our decades of experience to give you added peace of mind. **Together is just better.**