

CASE STUDY

**The New Year Brings Enhanced
DYOPATH Service Desk Support,
Improving Call Response Times by
82%**



CLIENT PROFILE

Caterpillar Inc. is an American Fortune 100 corporation that designs, develops, engineers, manufactures, markets, and sells machinery, engines, financial products, and insurance to customers via a worldwide dealer network. It is the world's largest construction-equipment manufacturer.

- Deerfield, IL
- Founded: April 15th, 1925
- 10,000 + Employees



CHALLENGE

It happens every year. After the long holiday break, employees of one multinational equipment manufacturing company return to work—and promptly call their company's IT service desk. By the hundreds, workers phone in for reasons ranging from simple password resets to complex software issues.

"On that one day, January 2, our service desk personnel will field a week's worth of typical call volume," said Matt Ferry, DYOPATH Senior Manager, Global Service Desk. "It's basically our version of the holiday rush."

As the manufacturer's outsourced IT service desk management provider, DYOPATH is committed to prompt technical support at the highest levels of efficiency. Recently DYOPATH brought its focus on continuous improvement to the forefront, with the goal of making the start of the new year a happy and productive one for this client's end users.



"This was a case of strategically analyzing years past, and then planning and executing our resources appropriately to provide the highest level of service our customer expects"

—Guillermo Martinez, Director, Service Delivery - Shared Services

SOLUTION PROCESS

DYOPATH cross-trains its agents on multiple customer accounts, so it is able to add personnel quickly in case of a call surge—an advantage it put to use to meet this manufacturer's one-day needs. Agents are supported by a knowledge base that is customized to quickly find solutions for a customer's unique infrastructure. "These practices help our agents respond faster, particularly because they are exposed to multiple environments and applications," noted Ferry.

Supported by the latest technology to view, analyze, and predict call trends, DYOPATH management was able to schedule accurately so an appropriate number of agents were available to handle the increased call volume. Thanks to its multiple U.S. locations and ability to pull agents from across the company, DYOPATH was able to assign resources globally, on a 24/7 basis.

"Our goal in everything we do is to help our clients' employees get back to work as quickly as possible," stated Guillermo Martinez, Director, Service Delivery - Shared Services. "This was a case of strategically analyzing years past, and then planning and executing our resources appropriately to provide the highest level of service our customer expects."

BOTTOM-LINE SUCCESS

With DYOPATH' full support, the manufacturer's workforce started its year off on the right foot. Average wait times dropped over the prior year by 66%, and the rate of abandoned calls dropped by 72%. Calls were answered 82% faster—and average call total handling time was its quickest to date.

RESULTS

- Major multinational equipment manufacturer
- 25%+ surge in successful IT service desk calls being managed in the beginning of the New Year
- DYOPATH applies dynamic agent staffing capabilities allowing for 120%+ workload and schedule flexibility within 1 month
- Predictive analytics assist in accurate scheduling to meet 100% of SLA's
- Average speed of answer rates improve by 82%
- Fastest ever average call handling times as low as an average of 9 and half minutes per call



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