

COST SAVINGS AND SCALABLE GROWTH THROUGH IT SUPPORT TRANSFORMATION

When a top 10 global accounting and consulting firm needed a scalable and cost-effective service desk solution, Buchanan delivered powerful results.



AIMING FOR SCALABLE GROWTH WITH OPERATIONAL EFFICIENCY

The organization had long operated a fully in-house service desk, staffed by seasoned analysts, many with decades of tenure. While this model brought continuity, it also came with high labor costs. Annual salary increases and operational overhead had pushed support ticket costs to unsustainable levels.

As part of its strategy to become one of the top 10 global firms, leadership knew a more scalable and efficient model was required.

To maintain global support across time zones, they needed 24/7 coverage, automation-ready processes, and a cost structure that could flex with the business. That's when they engaged our team.

A HIGH-PERFORMING MODEL READY FOR EVOLUTION

As the organization expanded globally, its service desk model was approaching a natural point of evolution to support broader business demands. However:

- Investing in Top Talent: The firm's internal hubs were staffed with highly skilled analysts whose expertise was reflected in their competitive compensation.
- Comprehensive Internal Operations: Managing onboarding, training, and oversight in-house ensured consistency, but required ongoing coordination.
- Fluctuating Support Needs: During peak seasons, the firm needed additional support capacity to maintain its high standards of service.
- Established Workflows: The company's knowledge base and processes had supported the business for years, but were ready for refinement as new technologies emerged.
- Vision for Greater Agility: With expansion underway, the next step was to adapt this proven structure into a more flexible, cost-efficient model that could grow with the business.

66%
Cost Reduction
Significant drop in
per-ticket costs

\$1M+
Saved in Year 1
Annual costs
decreased

100%
Shift to Automation

SLA
Performance
Improved

A PROVEN, COST-EFFECTIVE MODEL

The Buchanan team implemented a fully managed support model leveraging the client's existing ITSM platform to meet their goals:

- Strategic Service Desk Relocation: Transitioned to a 24/7/365 outsourced service desk delivery center located in a tertiary market that offered lower labor and delivery costs, but didn't sacrifice quality of service.
- Intelligent Automation Stack: Implemented BuchananXM tools including:
 - Self-service chatbot
 - Advanced IVR
 - Skills-based routing
 - Proactive escalation plans
- Seamless Transition Support: Ensured smooth HR and onboarding handover, including support during the client's phased staff reductions.
- Clear Financial Impact: Delivered detailed ROI analysis showing exact cost savings per ticket.

THE IMPACT: 66% COST REDUCTION AND ENHANCED EFFICIENCY

The impact was immediate and measurable with a massive decrease in per-ticket cost compared to the internally run model, and that was just the beginning. Additional cost savings came from: eliminating recruitment and training expenses, removing internal supervision responsibilities, optimizing telephony and automation within the client's existing ITSM (ServiceNow) platform, and absorbing infrastructure and facility costs into the managed service model.

RESULTS ACHIEVED WITH \$1M SAVINGS IN YEAR ONE

After transitioning to an outsourced support model, the client was able to save over \$1 million within the first year. Beyond the cost savings, the shift also brought noticeable improvements to their customer service operations. The enhanced knowledge base helped resolve tickets more quickly and significantly improved first-contact accuracy.

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BUCHANAN
TECHNOLOGIES

ONGOING MODERNIZATION ROADMAP

The organization continues to invest in service transformation initiatives, including:

- Digital Channel Migration: Migrating live agent support tickets to digital channels, with projected cost savings of up to 20%.
- Expanded Automation and Self-Service: Expanding automation capabilities, improving self-service knowledge base tools, and integrating chatbot technology to reduce resolution times further and enhance customer experience.

Metric	Before	After
Support Model	In-house, high tenure team	Fully managed 24x7x365 desk
Per-Ticket Cost	High and variable	Reduced by 66%
Total Annual Cost	High and rising	>\$1M+ saved in Year 1
Automation Tools	Manual workflows	Intelligent automation stack
Scalability	Resource-intensive	Agile and cost-flexible
SLA Performance	Variable, dependent on internal strain	Improved and stabilized
Knowledge Base	Traditional and manually maintained	Actively enhanced during transition

As the client set its sights on global growth, this transformation gave them both a trusted partner and a platform built to scale with them.

ABOUT BUCHANAN

Buchanan Technologies is a full-service MSP helping organizations across the globe turn their business technologies into a powerful competitive advantage through our strategic partnerships, state-of-the-art technology services, and digital transformation solutions.



Our 100% Performance Guarantee ensures your complete satisfaction. If we don't meet or exceed your Service Level Agreements after 30 days, you don't pay us a dime. Period.

GET STARTED TODAY!

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Ready to transform your IT support model?

Buchanan's fully managed service desk solution offers cost-effective, scalable support designed to grow with your business. Let us help you improve efficiency, streamline operations, and reduce overhead.

Get in touch today to see how we can create a custom solution for your organization.

