

## SERVICE DESK TRANSFORMATION FOR A GLOBAL ENERGY CORPORATION

### Customer Background



The customer is a multinational energy corporation headquartered in the US and is among world's largest oil companies. A fully Integrated Energy & Petroleum company, it is engaged in the oil, gas, and geothermal sectors, with operations in more than 180 countries.

The customer's business was supported by local service desks spread across geographies. The absence of one integrated service desk was leading to productivity challenges, dissatisfaction and redundancies.

- ▶ Fragmented model of multiple support groups and regional service desks was creating operational inefficiencies
- ▶ Many support groups covering multiple asset areas led to creation of multiple duplicate functions
- ▶ Locally optimized non-standard processes were causing complexity and sub-optimal IT service delivery
- ▶ Absence of a clear vendor engagement model was hindering operation excellence and delivery of high service quality
- ▶ Lack of integrated and efficient IT service delivery was a major challenge in achieving high level of customer satisfaction

The customer wanted to bring operations excellence through stable and consistent delivery of IT services.

### Customer Pain Points

### Solution



A detailed analysis was conducted with phased approach of transition, stabilization & transformation to chart out client's journey with quantifiable milestones:

- ▶ HCL first guided client in transitioning from fragmented regional support model to one global centralized support model
- ▶ HCL leveraged its Gold Standard assessment for process standardization and elimination of duplicate functions
- ▶ A tiered Level Service Desk team was enabled for optimal handling of issues basis business complexity across client's business units
- ▶ Robust delivery of services was prepared through DR Setup for each global delivery model
- ▶ Minimum risk transition was ensured by taking a region-wise phased approach for consolidation of service desk functions

- ▶ Consolidation of **125+ support** groups and regional service desks into one enterprise service desk improved service quality and brought operational excellence
- ▶ HCL ensured highest level of customer satisfaction with a CSAT of **92.5%**
- ▶ Automation of reports led to further optimization of efforts which was utilized in higher value activities
- ▶ First call resolution increased by **3%** each quarter
- ▶ Implementation of chat support tool led to significant increase in incidents handling capability with more than **90%** of chat response rate and less than **0.6%** of chat abandon rate
- ▶ Continuous improvement initiatives enabled highest levels of service quality by achieving Call response rate of **91.8%**, Email response rate of **99.1%** and Call abandon rate of **1.8%**
- ▶ A unique business continuity and disaster recovery mechanism was set up to mitigate operational risks and local or national level disasters

### Impact



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