

## Global Helpdesk



### Customer

The customer is a leading publisher of scientific, technical and health publications. It serves 30 million scientists, students and professionals across the globe.

### Business Challenge

- The customer was looking for a Global Helpdesk (GHD) to support 256 services across 85 locations with over 7,000 users
- The customer required the GHD to be 24X7 and act as a first point of contact for users

### Mahindra Satyam's Solution

- Study conducted across people, process and technology aspects

- Presented offshoring business case to customer
- Offered phased transition

### Benefits

- First time fixes exceeded customer specified SLA by 115%
- Improved grading of services by 110% over SLA
- Introduced automation of password resets and increasing usage of IVR for process efficiency
- Process compliant with SOX audits
- Mahindra Satyam BPO achieved 37% reduction over SLA for average speed of answering

**At Mahindra Satyam BPO's Helpdesk practice**, we offer integrated L1, L2 and L3 global enterprise technical support across applications. Services are rendered across a range of media including voice, e-mail and web. We have a cumulative experience of 11 customers, with over 35 million minutes of talk time serving customers across industries, geographies and languages. Our teams have expertise in handling all kinds of ticketing and CRM tools. Currently, over 1300 Associates across B2B and B2C support streams offer services to customers 24x7.

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