

Confidential Logistics & Distribution (CLD) - Optimizing Operations with Help Desk Services

CLIENT PROFILE:

- **Client Name:** Confidential Logistics & Distribution (CLD)
- **Industry:** Logistics and Supply Chain
- **Size:** Large logistics company with a global network and thousands of employees.
- **Challenge:** Streamlining IT support, improving incident resolution times, and enhancing overall IT service delivery.

THE CHALLENGE:

CLD, a leading global logistics company, was faced with a challenge to efficiently manage and resolve IT-related issues across its extensive network. They needed a solution to streamline IT support, reduce downtime, and ensure smooth supply chain operations.

SOLUTION:

CLD partnered with Onward Technologies, Inc., a provider specializing in tailored help desk solutions for logistics and supply chain organizations. The following services were implemented to address CLD's unique challenges:

- **24/7 Help Desk Support:** Onward Technologies established a 24/7 help desk to provide support for employees and ensure timely incident resolution across different time zones.
- **Multi-Channel Support:** The service provider offered support via phone, email, chat, and a self-service portal to cater to the diverse needs of CLD's global workforce.
- **Knowledge Base Development:** A comprehensive knowledge base was developed, allowing employees to access self-help resources and FAQs for common issues.
- **Ticketing System:** A ticketing system was implemented to track and manage IT incidents and service requests efficiently.
- **Performance Metrics and Reporting:** Onward Technologies provided performance metrics and regular reporting to help CLD assess service quality and make data-driven improvements.



RESULTS:

- **Reduced Downtime:** The 24/7 help desk support and timely incident resolution significantly reduced downtime, ensuring smoother logistics operations.
- **Improved Employee Productivity:** Employees could quickly resolve IT issues, allowing them to focus on their core tasks and enhance overall productivity.
- **Cost-Efficiency:** CLD reduced costs related to IT support management and optimized resource allocation.
- **Enhanced IT Service Quality:** A robust knowledge base and multi-channel support enhanced the quality of IT service delivery.
- **Better Employee Satisfaction:** The efficient help desk services led to increased employee satisfaction, which positively impacted retention and morale.



"Onward Technologies has proven to be a valuable partner in optimizing our IT support. We've seen substantial improvements in incident resolution times and employee satisfaction, which has a direct impact on our logistics efficiency."

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CIO of CLD

CONCLUSION:

By partnering with Onward Technologies, CLD successfully streamlined its IT support, reducing downtime, and improving overall IT service delivery. This, in turn, had a positive impact on the logistics company's efficiency, employee productivity, and cost-effectiveness.