

HELP DESK SERVICES

A CASE STUDY

Maintaining a help desk is more important today than it ever was. The benefits of prioritizing proper help desk solutions are well known, and with the evolution of technology, online support is more prevalent than before.

At Assetsoft, we provide help desk services to clients looking to outsource these tasks. By doing so, it's possible to save noticeable amounts of money that would otherwise be spent on proper infrastructure, personnel, equipment, and training.

A case study from an Australian client can better illustrate these advantages, analyzing their profile, business problems, our solutions, and their benefits for clients.

ABOUT THE CLIENT

The client is a real estate company dedicated to developing and managing properties across the Australian territory. They're based out of Sydney, and they're currently using MRI software to support all the functions related to the development and maintenance of their properties.

Their current situation is a consequence of their large operation scale. The amount of active MRI users is high within the organization, and they have a dedicated onsite team handling technical tickets.

The noticeable number of requests had created a need to add resources to their help desk team.

THEIR PROBLEM

The primary issue with upgrading and improving an onsite help desk team is that [it can be really complicated](#), not to mention quite costly as well. First, it's necessary to get the required specialized resources to the site while ensuring they have the right knowledge and skills. The cost of resources need to be assessed. It increases the necessary budget, which could keep organizations from acquiring the resources needed to meet their requirements. Then, managing employee turnover becomes more problematic due to a lack of scope for backup resource maintenance.

Finally, even with the necessary budget to acquire the needed resources, it still increases the estimated management time.

OUR SOLUTION

The client chose to hire Assetsoft's services to keep an offshore help desk, and they had access to a fixed number of resources dedicated to them in their time zone.

Backup resources were also included during the onboarding process to ensure a smooth transition in case of turnover involving already-trained resources.

The offshore team not only meant shorter transition time but also access to expert resources for assistance in complicated issues. Besides, the added 24/5 business hour availability provided far superior efficiency in resolution times.

HOW DOES IT BENEFIT THE CLIENT?

The client enjoys access to more resources without spending as much money [as an onsite operation](#). There's also no need to dedicate additional management resources to the offshore team.

Finally, resources are trained for all client systems. It means tickets are maintained in the client's system, so no charges are added for end users.

CONCLUSION

Outsourcing has [gained a lot of popularity](#) because of all the advantages it brings in terms of efficiency and savings. Clients choosing to outsource tasks usually report better cost-efficiency, while still gaining access to resources and skills they wouldn't have enjoyed with onsite operations.

If you're interested in becoming the list of businesses upgrading to offshore help desks, [click here](#).