Transforming technical support for a global high-tech imaging organization

A leading enterprise imaging solutions company needed to increase the efficiency of its front-office support. More specifically, it was hampered by:

- Repetitive/false alerts and artificially high alert volumes that increased contact-to-resolve and employee costs

- Low process automation characterized by a manual "high-touch" hand-off and escalation process between resolving groups

- Inability to provide consistent 24/7 support that scaled with transaction volumes.

Capgemini developed and implemented a flexible, next-generation delivery model that optimized prime and after-hour coverage. This included implementation of a "shift left" approach that reduced escalations and resolved more tickets in lower-cost support tiers.

On top of this, Capgemini deployed automated scripts that:

- Reduced manual effort

- Provided real-time application and infrastructure monitoring and support

- Eliminated repetitive and false alerts

- Moved application/platform upgrades in addition to patch installation to non-production hours.

Ultimately, the solution provided "highly available" operations focused on continuous improvement, which delivered a range of tangible business outcomes:

82%
reduction in average resolution time from 92 to 17 minutes

36%
reduction in alert case count

Significant improvement in efficiency

Enhanced cost optimization

Increased level of service and minimized disruption