

SUCCESS STORY >

CONSUMER PACKAGED GOODS

THE RESULTS >

A leading manufacturer of refrigerated dips and spreads in the US, Europe and Australia, looked to us to improve service and procedures. The result included consistent delivery to all of their global locations along with minimized disruptions and hours escalation.

- Develop knowledge based articles for quicker resolution
- Measure, report and improve service levels, processes and procedures
- **Consistent delivery to all global locations**
- **Minimize after hours escalations and disruptions**
- Allow the company to focus on problem management (root cause)

CLIENT PROFILE >

- Leading manufacturer of fresh and unique refrigerated dips and spreads
- Multiple locations across North America, Europe and Australia
- Headquartered in New York

CHALLENGE >

- Minimize escalations and downtime
- **Allow IT to focus on business critical initiatives**
- Improve user satisfaction

SOLUTION >

- ITIL based end user Service Desk 24X7X365
- Incident Management, Request Management, Knowledge Management
- End user interaction via self service portal, phone, email and chat
- Management reporting through Bell Techlogix's Analytics Portal