

A background image showing three call center agents in a dark room, wearing headsets and looking at their computer monitors. The image is partially obscured by a semi-transparent yellow box containing the main title.

## Helpdesk System implementation to manage 8000+ sites across India, impacting around 3 lac users

### THE COMPANY

The client was a top Indian conglomerate with businesses in diverse sectors across energy, petrochemicals, textiles, natural resources, retail, and telecommunications with its headquarters in Mumbai. The company was also the latest to join the telecom revolution and heralded the cheapest internet rates in the world. The corporate office was a park with over 45 buildings catering to the different subsidiaries and group companies.

### BUSINESS CHALLENGE

The group with many departments, subsidiaries and their offices at their corporate headquarters, were used to raising innumerable requests every day. It was all manual and with so many requests for services, it was tough for them to service it and keep track of the same. The solutions were delayed, the requests got lost sometimes and some never saw the solution for which it was raised. It wanted to streamline the process and be in control of the whole exercise.

With a spread of large number of sites across the nation and counting, the group wanted to ensure a very integrated helpdesk management system that would seamlessly ensure tracking request and service them in a time-bound manner.

It wanted to integrate every request in the organization mapped to the Helpdesk so they can keep track and action them or resolve them with service level agreement.

## THE SOLUTION FROM eFACiLiTY®

eFACiLiTY® Helpdesk and Knowledgebase Management System fit the right requirement for the kind of scale and location spread the group has because it was not the usual help desk that was in the market. eFACiLiTY® had all the features that could work for an environment like that of the business house that had many group companies and multiple department working in tandem.

eFACiLiTY® Helpdesk and Knowledgebase Management System manages all their request raised and follows up taking the request to its logical end; the action taken reports help the management understand the status on a dashboard giving them total control over the tickets raised and solved.

The analysis helps to improve the turnaround time and help achieve the department's KRAs. Today any request gets logged into the central system are monitored for the resolution within the specified time and has seen the resolution rates increase many folds. This was custom built with rich features that were unique to the organization. This has increased productivity and helped achieve better turn around on services requested for the organization.

### Active Sites

8,235 +

### Users Impacted

2.84,158

### Calls Logged

2.36,303

## FEATURES OF HELPDESK

- Jio Chat integration
- Feedback from end-users that enables to reopen tickets if needed