

Onsite Managed Service Desk



TO OUTSOURCE OR DO IT YOURSELF?

No longer are you limited to two choices for IT support within your company. If you are managing your own internal service desk and the overhead that goes with it, you have a new option. If you are outsourcing to a third party, either offsite or offshore, you have a new option.

At Y&L we've developed a better solution based on our years of experience in providing a range of managed services for IT professionals worldwide. Drawing on this expertise and feedback from our clients, we have created a service desk model that is both internal to your company and free of staff overhead.

When you need service desk expertise and a broad range of support capabilities, it's impossible to transfer your corporate culture, system knowledge, lexicon and other components unique to your firm unless you have a real partner on the inside working directly with you.

OFFSITE OR OFFSHORE: NOT THE BEST OPTIONS

When you choose offsite or offshore for your service desk, the cost savings you expect are usually compromised by factors ranging from time zone differences to system/application unfamiliarity.



- Who's on the job?** Often, external vendors train their Level 1 people to work from prepared scripts. If employee issue resolutions are not found within the scripts, problems are passed along to more expensive Level 2 administrators. Within this model, there is no critical thinking and problem resolution is delayed.
- What are their values?** Because these vendors are usually disconnected from your culture, your employees and your management team, third-party providers have no personal connection to the problems they encounter.
- What is the Y&L difference?** With Y&L our service desk manager interacts directly with your IT leadership team to resolve problems. Your internal customers have a direct connection with the Y&L service desk team responsible for solving the problem, minimizing or eliminating a hand-off to more expensive Level 2 internal resources.
- Who sets performance expectations?** You do. While we handle problem triage processes, priorities, assigning resources and daily operational meetings within your walls. The Y&L model illustrates the difference between retaining internal control versus only having external vendor influence.

REDUCING COSTS

When all factors are considered, conventional offsite or offshore arrangements generally represent an upside-down cost pyramid.

- If the offshore service desk is providing first call resolution to only 25% of the inbound issues/tickets, they are clearly forwarding the other 75% onto more expensive Level 2 resources. Frankly, Level 2 resources are probably within your company.
- If only 25% of your issues are handled by \$25/hour resources, that means 75% are being handled by \$100/hour resources, more than eliminating cost savings as originally intended.
- It is important to factor in the number of escalated tickets to arrive at a true average internal cost per issue.

Current State							
Staffing	Resolved Tickets	Percentage of Resolved Tickets	Resolved Tickets per Month	Staff	Avg. Annual Cost Per Staff	Cost Per Incident	Annual Cost
L1	28960	28%	2413	7	\$ 60,000.00	\$ 14.50	\$ 420,000.00
L2	6959	7%	580	7	\$ 110,000.00	\$ 110.65	\$ 770,000.00
L3	66081	65%	5507			\$ 80.00	\$ 5,286,480.00
	102000						\$ 6,476,480.00

Future State							
Staffing	Resolved Tickets	Percentage of Resolved Tickets	Resolved Tickets per Month	Staff	Avg. Annual Cost Per Staff	Cost Per Incident	Annual Cost
L1	61200	60%	5100	18	\$ 85,000.00	\$ 25.00	\$ 1,530,000.00
L2	15300	15%	1275	11	\$ 130,000.00	\$ 93.46	\$ 1,430,000.00
L3	25500	25%	2125			\$ 80.00	\$ 2,040,000.00
	102000						\$ 5,000,000.00

Increased number and quality of L1 and L2 associates. Trained L1 and L2 on handling Level 3 issues. Approximately \$1.5 million annual cost savings. Actual client model.

Model of Efficiency

Employees needed to access an application twice a year for refresher courses, triggering a significant spike in password resets to the internal development team. The Y&L Onsite Service Desk team identified this issue and quickly assumed control of password reset requests, freeing internal development resources from this repetitive, administrative work. Y&L proactively looks for efficiency opportunities across your IT organization.

ADDED VALUE

Knowing your company, your culture, your employees, your systems and your business objectives put us beyond the range of offsite and offshore providers.

Executive Service Desk Support We minimize downtime. Y&L provides your executives and their administrators a private VIP line managed by select service desk technicians who remain available after hours. These experts become familiar with your executive team, your systems and their devices. It is not uncommon for a VIP service desk technician to go directly to an executive's home upon request.



Sustainability Our processes and metrics comprise a base from which our services are delivered. Regardless of who we have working on your service desk, our processes, training and SLAs/KPIs remain constant. Each member of our team is accountable to these standards and processes.

Flexibility Getting started, we estimate what it will take to provide your company with the highest level of service. Our service desk model then operates on a fixed annual price. As our history evolves and peak demand is revealed, we adjust resources seamlessly and amend by mutual agreement if necessary. A set price is our incentive to be more efficient while we examine ways to reduce your costs throughout the organization. We do not have rigid contracts that result in nickel and dime charges whenever we need to adjust. What's more, if you have existing service desk people who you want to retain, we make every effort to absorb them into the Y&L team, training and managing them as we do our own employees.

EXPERTISE ACQUISITION

When you incorporate a Y&L service desk team into your IT organization, you are bringing on service processes and expertise dedicated to following-up on each issue ticket until a resolution is documented. We employ an ITIL framework to share proven resolution processes with Level 2 and 3 leadership. And, over time, our knowledge management database grows, allowing us to increase first call resolution.

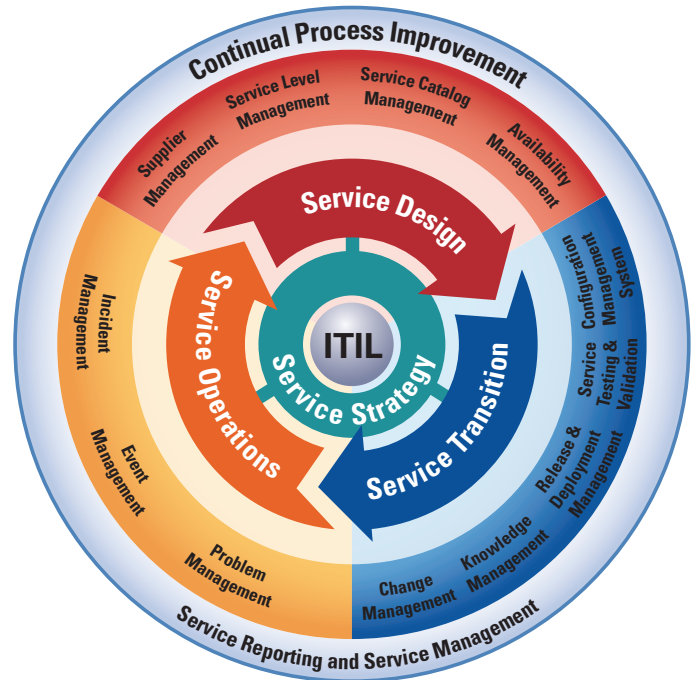
» **Service Management:** Issues that disrupt service occur all the time (server issues, proxy issues, etc.). Without clear processes in place, multiple people will jump on an issue trying to resolve it – some helping to fix it and others making it worse. Y&L brings all interested parties together, determines a course of action, identifies who will address the issue and documents the resolution.

» **Incident Management:** Every ticket is “our” problem. If we need to hand-off a ticket to Tier 2 or 3, we still retain ownership of that ticket until resolution by actively following-up on the issue, reporting back to the individual and closing out the ticket once resolved.

» **Knowledge Management:** A robust knowledge management (KM) platform is critical to our business model. Here, we develop an information infrastructure that is based on a system, not a person. Our ability to share information, pass along what we learn and offer access to our team across the board is the prerequisite to continuity. Because our knowledge base is organic, each problem we take on becomes part of our history, documented and indexed on our support maintenance template for others to access.

» **Problem Management:** Some issues cannot be fixed with a work-around. If we see a pattern of work-arounds we will shift resources to perform a root cause analysis. Here, we open a ticket and investigate the underlying causes for repetitive tickets. Once we develop the solution, we add it to our KM platform and share with our team.

» **Incident Reduction:** Through a trend analysis evaluation of all tickets, Y&L identifies commonalities in repeated or large incidents and determines strategies for addressing the top 10% of all issues.



Comparative Benefits of the Y&L Onsite Managed Service Desk Solution

	In-House	Offsite	Offshore	Y&L Onsite Managed
Language	Excellent	Marginal	Weak	Excellent
Culture	Excellent	Unknown	Weak	Excellent
Lexicon	If documented	Weak	Weak	Grows Organically
Time Zone	Always	Depends	Marginal	Always
Overhead	High	Marginal	Fixed	Fixed
Knowledge Management (KM)	Depends	Marginal	Marginal	Grows Systematically
ITIL Framework/Processes	Ad Hoc	Possible	Unknown	Proven
Sustainability	Possible	Marginal	Unknown	Systematic
Continuity	Possible	Unknown	Unknown	Systematic

For more info: Email: www.ylconsulting.com | Visit: www.solutions@ylconsulting.com.



Y&L Consulting, Inc.
7550 IH 10W, Suite 940, San Antonio, TX 78229
866-366-2099

