

Case Study:

Application Maintenance & Support



CDI provides high-quality, on-site customer support services while saving 15% annually in training costs.

Client Description:

A large producer of microprocessors and related technology. Other products produced include semi conductors, flash memory, wireless technology, motherboards, chipsets and network interface cards.

Background:

Our client mandated headcount reduction moved service desk jobs into contracted roles. Many of those roles were moved off-shore. The business units that CDI currently works with felt strongly that certain programs requiring English level 1 and level 2 support be performed locally. This was contingent on providing high quality support and the ability to remain cost-effective.

Business Issue:

Our client's business needs required a more stable workforce to support some of their internal efforts. Our client was having issues of losing training and knowledge with the turnover of contractors after a year, due to co-employment laws. This effected smooth operations since after a substantial investment in training, the window of productivity was short because of the 12 months on / 6 months off mandated rotation.

CDI's analysis showed cost savings potential by moving staffing resources into an outsourcing model. This would reduce the time dedicated toward training annually, providing a savings of at least 15%.

CDI Solution:

Our solution included the following:

- Provided immediate SOW-based, SLA-driven, outsourced contract support for customer support needs
- Recruited, trained and staffed qualified agents and retained those employees beyond the normal established 12-month rule

- Cross-trained resources to streamline coverage, control volume spikes and make any resource move seamless
- Established a methodology for identifying key areas of process improvement and driving that process to anticipate future customer needs

CDI was able to quickly recruit and provide resources. Over an eight year partnership, the CDI team has held a steady headcount of 15 FTE at the client. Our focus on cross-training and retention has consistently provided savings to our client versus the historical staffing model they were using.

Results:

CDI was able to provide at least a 15% savings to our client over the traditional staffing contract models. This was based on the ramp-up time of new employees, which generally takes almost two months for new hires to get up to speed and to receive all the needed permissions and equipment. The longer CDI retains an employee, the greater the overall year-to-year savings. This is critically important, especially when comparing rates with low-cost GEOs that offer similar support. In addition to cost savings, the historical knowledge gained with multi-year veterans is invaluable to overall customer service and satisfaction.

As a result of several years of consistent, quality results, our client continues to trust CDI to provide Service Desk support to their customers, employees and business partners. Our focus is to remain flexible as technology and support models evolve and retain the employees we have hired to minimize turnover and ultimately training costs and time.

Technologies Used:

Proprietary client applications