CASE STUDY

BEYONDSOFT SERVICE DESK LEVERAGED TO INCREASE OPERATIONAL EFFICIENCY AND SCALABILITY

THE CLIENT

The Microsoft OEM Operations team is a global organization that supports partners who build, market, and sell devices with Microsoft software and services, through an ecosystem of content delivery portals.

THE NEED FOR A STANDARDIZED CONTENT CREATION, MAINTENANCE AND AUDIT PLATFORM

The client needed a new content delivery platform to support a global base of OEM partners. The client was looking for a deep CMS expertise and successful experiences in running efficient support desks to manage content creation and change requests.

INTERRUPTION-FREE TRANSITION AND EFFICIENT OPERATIONS LED TO CONTINUED SUCCESS

The client leveraged Beyondsoft's SiteCore expertise to establish the new content delivery platform. In addition to implementing the new CMS, a new publishing model was designed to improve the efficiency of the content creation, modification, and audit processes.

The client gained the experience and ability to scale quickly; recruiting, training, and transitioning work from the incumbent supplier in less than 30 days. When the transition was complete, the editorial and publishing team was already standing by to create content to support the 80+ stakeholders. In FY17, the new team created and wrote for 900 assets and edited and published 1900 assets.

The CMS expertise also helped the client to reliably migrate 2115 existing site assets. All contents were checked for tone consistency and adherence to the Microsoft style guide. Collectively, over 3900 tickets and publishing requests were resolved/published in FY17. Throughout the normal run workload, the client never saw a service interruption or missed SLA.

Other improvements included enhanced program governance that included a rhythm of business engagement for the MBR/QBR reports. The client also leveraged Beyondsoft's BI/analytics experience to continually improving its KPI/site performance. Most impressively, tickets were automatically resolved with greater accuracy, which increased the overall service desk efficiency by 6%.