



INCORPORATING PROFESSIONALISM INTO SERVICE DESK SUPPORT

Our client is a large, prestigious corporate law firm with offices all over Asia, Europe, and North America. Their practice is primarily focused on corporate litigation, intellectual property, fund formation, and helping take private startups public. While they have clients in many industries, the core industries they service are technology and life sciences.



THE CHALLENGE

As with many businesses, our client requires an IT service desk team to support their employees with personal computer malfunctions, software issues, and any other tech needs.

But this can't be an ordinary IT service desk team. Not only does it need to support all our client's employees across the globe, 24x7x365, but the technicians must have an incredibly high level of professionalism. With the level of work our client's lawyers oversee, they expect quick and exceptional assistance.

OUR CUSTOM SOLUTION

The first part of Evergreen's solution involved setting up a service desk team that could support our client's worldwide locations, 24 hours a day, 7 days a week, 365 days a year.

With the team hired and the schedules set, we then turned our attention to guaranteeing that high level of professionalism our client was seeking. Some of the ways we have maintained this include robust training programs, open feedback forums with the team, gamification elements, leadership development, and more.

76.6%

Average
Call to Ticket Ratio

06:33

Average
Call Time

3.9%

Average
Calls Abandoned



Interested in learning how our custom solutions can help your business grow forward? [Connect with our experts!](#)