

# Delivering Top-Tier IT Service Desk Capabilities for a Global Law Firm



## ABOUT THE CLIENT

Our client is a large corporate law firm with offices all over Asia, Europe, and North America, focused primarily on corporate litigation, intellectual property, fund formation, and helping take private startups public.

Their core industries are IT and life sciences, but they have clients across dozens of verticals.

## Challenge

The attorneys in this practice needed rapid, responsive help when they experienced tech issues—every hour of every day—to support their global workforce.

### Global Law Firm Requires IT Solutions 24/7/365

As legal experts whose lost productivity has real by-the-hour costs, these lawyers needed an IT service desk team to solve issues like lost data recovery, network connectivity issues, software installation and updates, and more.

But it had to be much more than an ordinary IT service desk team. Not only would it need to support all their employees across the globe at all hours of the day, but the technicians must match the high level of professionalism at the firm.

## Solution

Evergreen set 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.

### Service, No Matter the Need or the Time

With the team sourced, vetted, and hired, we turned our attention to getting them up and running with the required high level of professionalism our client needed.

This included robust training programs, open feedback forums with the team, gamification elements, leadership development, and more.

Evergreen's efforts have kept the team engaged, retained, and performing at their best.

73.7%

Average Call-to-Ticket Ratio

08:09

Average Handle Time

4.7%

Average Calls Abandoned  
(Target: 5%)