



Case Study Title: Company IT Helpdesk Reinforcement Project

Project Length: 8 Months
Responsibility: Project Manager
Budget: Confidential
Country: U.S.A.

Industry: International Trading (machinery, aerospace, electronics, food, forest products, chemicals, energy and alternative energy sectors)

Customer Profile: The North American flagship company, located in New York City that provides trading services for more than 20,000 items and manages a portfolio of 27 subsidiaries and affiliates. The world headquarter office is located in Tokyo, Japan.

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M&E conducts site survey service in prior to Helpdesk Management service as well as onsite production services by the existing Helpdesk staff, in order to analyze and consult with Help Desk Management better.

Our survey includes various matters/items; such as hardware/software inventory, networking security, existing procedure, IT auditing, compliance & IT governance.

Makiko Yoshioka, Director, Outsourcing Department

Business Requirements/Solutions:

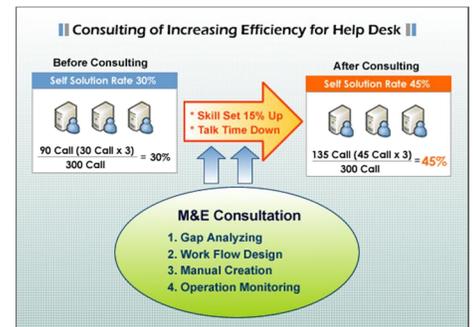
- The company was facing more demand and required to improve for supporting their customers (users)
Executive level of the review the current IT Helpdesk operations
Build the implementation plan and schedule for the Helpdesk section to re-organize
Required resource management for the task transition to new staff
Information transparency are not controlled

Benefits:

- Increase the Helpdesk efficiency 35% by replacing experienced staff
Organize the Helpdesk service team for maximum efficiency
Revise an effective issue log, ticket and dispatch system to address the user's problems

Solutions Provided:

- Providing professional help to understand the impact of this Helpdesk re-organize plan
Establish the team of the committees to operate this reinforcement project
Obtaining the various related information to create the plan and schedule
New resource management and securement
Creating centralized Helpdesk management including operational information and procedures
Created and organized the new position to capture and invoice all IT resources for increased profitability



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