



Case Study

Solution:
IT Solutions

Client:
Amerada Hess
Corporation

Challenge:
Retain productivity with
consolidation of internal
Help Desk

Result:
Cost savings, raised
service levels



“ Bottom line is that it is more **cost-effective** to outsource than attempt to provide **PC Helps'** high level of service in-house...I don't know why any company **wouldn't** use their service. ”

- George Defenbaugh | Manager - Global Infrastructure Projects

pchelps



Desktop
Applications



Microsoft
Migrations



On-Demand
Training



Mobile
Devices



After
Hours



Projects &
Development



Help Desk
Augmentation



Desktop Application & Mobile Device Support

PC Helps is a Perfect Fit

Client Profile

Amerada Hess Corporation is a leading global independent energy company, engaged in the exploration and production of crude oil and natural gas, as well as in refining and in marketing refined petroleum products, natural gas, and electricity. Guided by the company values of people and performance, they energize the very best people by investing in their professional development, and they cultivate a culture of performance based on a passion for excellence. These values drive the management and operations of the company. Amerada Hess has operations in the United States, United Kingdom, Norway, Denmark, Equatorial Guinea, Gabon, Azerbaijan, Thailand, and Indonesia



Business Challenge

Eight years ago, Amerada Hess decided to shut down their internal Help Desk. It was not cost-effective to deploy their in-house IT professionals on the Help Desk rather than on mission critical company projects. However, George Defenbaugh, Manager of Global Infrastructure Services knew that just because the Help Desk was shutting down didn't mean that the need for desktop application support would suddenly disappear. So, he made it his mission to find a company with the same core values as Amerada Hess - one that always strives for performance excellence and keeps promises.

Management understood that knowledge workers do not go without desktop software support. Instead, people with questions seek out co-workers or an IT person to help them. This behavior effectively derails general employee productivity. Amerada Hess selected PC Helps because PC Helps handled every aspect of setting up, deploying, and announcing the outsourced desktop application support service. They printed the brochures for the employees, came in to do presentations on the support service, and worked with George to design the exact report he required to track effectiveness. In fact, PC Helps even arranged with the cleaning service to place an announcement of the availability of the new offering on every employee's desk.

Solution

Amerada Hess' knowledge workers use the full range of desktop applications, including all of the Microsoft products, plus utilities like WinZip and drawing packages. Not surprisingly, prior to engaging PC Helps, the "shadow support" was being performed by the power users who were often key personnel within the organization. After engaging PC Helps, the infrastructure group received numerous "thank you's" from the former "shadow support" people for helping them "reclaim" their time so they could focus on core company projects without the distraction of performing support for their fellow knowledge workers. Using PC Helps, the Company also discovered that they didn't even have to incur the cost of setting up and managing in-house training when they migrated to Microsoft Office 2003. Today, the company is expanding the use of PC Helps into their off-shore offices with 24x7 support.

Results

Amerada Hess selectively outsources non-core business services to companies who are experts in those services. The Company has determined that managed services eliminate many internal issues and problems. Amerada Hess measures the success of the outsourced services on macro factors by reviewing the monthly reports and satisfaction surveys and spot checking the bills against these reports.

As with all large companies, Amerada Hess views PC Helps' valuable services as a negligible cost compared to the day-to-day costs related to the Company's core business. So the measure of the success of the PC Helps partnership is quality of service. Amerada Hess believes that PC Helps has consistently delivered performance excellence throughout the eight-year relationship, supporting Amerada Hess corporate values.

Response Statistics

Abandon rate: 0.39%

Time to reach a Certified Computer Consultant (including ring time):

- Under 5 seconds: 93.8%
- Under 15 seconds: 94.6%
- Under 30 seconds: 99.8%

Downtime Analysis

Based on survey responses, employees estimate the time to resolve their support issues without PC Helps would be 2.7 hours. Based on industry averages for labor costs, overhead, and benefits, HARD-DOLLAR SAVINGS by having PC Helps resolve these support issues in just a few minutes amounts to approximately \$74.02 per call.

PC Helps Support Profile

For more than 15 years, PC Helps has been providing immediate, expert, remote telephone support and training from U.S.-based call centers to over four million knowledge workers, 24/7/365 – with expertise on more than 160 desktop applications and mobile devices like Microsoft Word, Excel, PowerPoint, and BlackBerry.

Benefits:

- ROI for software and mobile device investments
- Eliminate need to increase internal staffing levels
- Increase customer service levels
- Maintain productivity levels before, during and after: OS, Office, and email migrations
- A faster return on your Microsoft upgrade investment
- Remove excessive training costs and off-site training
- Enhance the overall image of the internal Help Desk