



Case Study

Solution:
IT Solutions

Client:
ARAMARK

Challenge:
Fill desktop application
support gap

Result:
Increased productivity and
customer service levels

“ I've **never had** a complaint,
PC Helps does what they
promise to do. ”

- Rosanne Flounders | Director - Service Center



pchelps



Desktop
Applications



Microsoft
Migrations



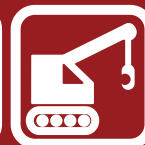
On-Demand
Training



Mobile
Devices



After
Hours



Projects &
Development



Help Desk
Augmentation



Desktop Application & Mobile Device Support

Selecting the Right Outsourced Help Desk Service Provider

Client Profile

ARAMARK is a global leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world.

In FORTUNE magazine's 2006 list of "America's Most Admired Companies," ARAMARK was ranked number one in its industry. The company has consistently ranked as one of the top three most admired companies in its industry since 1998, as evaluated by peers and industry analysts. ARAMARK also ranked first in its industry in the 2005 FORTUNE 500 survey. Headquartered in Philadelphia, ARAMARK has approximately 240,000 employees serving clients in 19 countries.



Business Challenge

As ARAMARK's many business awards attest, the company is best-of-breed in its industry, so it expects its service partners to be of the same caliber.

When PC Helps first contacted ARAMARK, the company was already outsourcing with a vendor for general help desk services, including standard PC, e-mail and networking issues. However, ARAMARK found a hole in the services offered by its current and previous partners — they did not provide comprehensive desktop application support.

Without expert software support, many companies find that their employees seek out the "techie" among their colleagues and consistently tap him or her for help with software snags. It's a time-consuming process, which not only diminishes the productivity of the office experts who are continually distracted from their work, it also means downtime for two or sometimes three employees.

Thus, ARAMARK's knowledge workers could not get the answers they needed for their software questions, and the company's need for a best-of-breed desktop application support partner remained.

The key to solving this desktop support problem was to find the right service provider who could do more than merely answer employees' "how-to" questions. ARAMARK needed a partner with experienced consultants who would take the time to understand what the employee is trying to accomplish using the application, and then guide him or her to the appropriate function for the task.

When it chose to collaborate with PC Helps, ARAMARK — and its employees — discovered that the right help desk service can maximize productivity, and make their jobs easier.

Solution

Rosanne Flounders, director of ARAMARK's Service Center, appreciates PC Helps flexibility in meeting her needs because her Service Center supports thousands of ARAMARK employees across the country. Supporting so many employees means that when she asked for the PC Helps call reports to be in a different format, it was important that PC Helps was glad to accommodate her requirements. The newly formatted reports PC Helps delivers to ARAMARK on a monthly basis allow her to carefully monitor the services and they also show where the employees need training. PC Helps can deliver that too in their easy to manage, online training sessions designed for the convenience of busy professionals.

Rosanne believes that PC Helps delivers on all of their promises. She says PC Helps is integrated into ARAMARK's phone system and they always answer, as advertised, in two rings. Rosanne claims that PC Helps is doing the job well because she never hears a single complaint from the ARAMARK employees.

Downtime Analysis

Based on survey responses, employees estimated the time to resolve their support issues **without** PC Helps would be 2.76 hours. Based on industry averages for labor costs, overhead, and benefits, the clients HARD-DOLLAR SAVINGS by having PC Helps resolve these support issues in just a few minutes amounts to approximately \$74.73 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



Desktop Application & Mobile Device Support

Selecting the Right Outsourced Help Desk Service Provider (cont.)

Quality of Service

Clients' employees have rated PC Helps' service a 9.6 out of 10 based on the following key performance measures: Speed of connection, phone manners, product knowledge, speed of solution, and overall.

Response Statistics

Abandon rate: 0.21%

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

- Under 5 seconds: 87.6%
- Under 15 seconds: 90.7%
- Under 30 seconds: 99.4%

Results

ARAMARK has successfully partnered with PC Helps for over 8 years. During that time, the employee response has been excellent. The employees saw a substantial change in the quality of the desktop application support service when PC Helps integrated into their Service Center. Due to the increase in service quality there is regular demand for use. Employees also take advantage of PC Helps eTraining courses because they are only 30 minutes each, can be taken online at the employees' desks and scheduled at the employees' convenience.

ARAMARK is considering adding Blackberry support to the services PC Helps provides to the company's employees. The word is out on the high quality and customer satisfaction that ARAMARK's employees can expect from PC Helps.



“ We have used them for **over 8 years**. The **service is excellent** and they have also introduced new services, like **eTraining** and **Blackberry** support. ”