



Case Study

Solution:
IT Solutions

Client:
QUALCOMM

Challenge:
Alleviate "how-to"
support and email
migration questions

Result:
Improved quality of service;
maintain internal IT focus on
mission-critical support tasks



“I looked at other solutions, but I was **impressed** with what **PC Helps** had to offer, I knew my search was over.”

- Mark Sievers | IT Director

pchelps



Desktop Applications



Microsoft Migrations



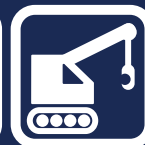
On-Demand Training



Mobile Devices



After Hours



Projects & Development



Help Desk Augmentation



Desktop Application & Mobile Device Support

A High-Quality, Cost-effective Solution For Application Support

Client Profile

QUALCOMM Incorporated is a leader in developing and delivering innovative digital wireless communications products and services based on CDMA and other advanced technologies.

QUALCOMM's patent portfolio includes approximately 4,500 United States patents and patent applications for CDMA and related technologies. More than 130 telecommunications equipment manufacturers worldwide have licensed

QUALCOMM's essential CDMA patents. For more than 20 years, QUALCOMM's visionary technology leadership has improved the way people communicate, work and live, one idea at a time.

Headquartered in San Diego, Calif., QUALCOMM is included in the S&P 500 Index and is a 2006 FORTUNE 500® company traded on The Nasdaq Stock Market® under the ticker symbol QCOM.



Business Challenge

Over eight years ago, QUALCOMM decided to partner with PC Helps to provide the "how to" portion of desktop application support for its employees and to unburden the internal Help Desk, which was already busy and focused on managing network, remote access, and break/fix support. They were "stealing cycles" from their regular support tasks to help employees with their desktop software questions. QUALCOMM wanted to improve the quality of service with a superior solution, but one that wouldn't pull critical IT resources off of mission-critical support tasks. QUALCOMM needed a partner who could provide high quality, comprehensive support for the wide range of desktop software used daily by their employees, including Microsoft Excel, Word, Project, Access, PowerPoint, Outlook, Visio, Adobe Acrobat, and VBA.

Solution

QUALCOMM also realized that it was not cost-effective to try to train their in-house Help Desk staff because of, according to Mark Sievers, the "never-ending evolution of off-the-shelf software." QUALCOMM did an ROI analysis comparing in-house desktop application support against hiring PC Helps as an outsourced Help Desk partner. Based on their cost analysis, they could improve service with no additional cost. Partnering with PC Helps supported the burden of the desktop support questions for the in-house Help Desk, allowing them to focus on QUALCOMM-specific technical issues while simultaneously providing the employees with the right service they needed to do their jobs in a timely manner.

Over the years, outsourcing to PC Helps has proven to be cost-effective and simple to manage. PC Helps provides application support whenever QUALCOMM's 10,000 plus employees need it, without the cost of a full-time team of application experts. The value and the cost savings are easy to track with the detailed monthly call reports that PC Helps provides to QUALCOMM.

Results

In 2005, QUALCOMM decided to migrate the entire company from Meeting Maker to Microsoft Outlook. PC Helps was instrumental in assisting the company with a successful migration. The "how to" questions on the new calendaring system were managed by PC Helps' expert consultants. PC Helps was "there, ready, and did a great job supporting the thousands of employees onto Outlook." Additionally, the company could easily track the cost benefits of using PC Helps to support their calendaring migration through the detailed monthly call reports PC Helps provided to QUALCOMM.

QUALCOMM receives a lot of positive employee feedback on the high quality of service offered by PC Helps, and the company believes that PC Helps' expert desktop application software support service assists the internal Help Desk in providing an ongoing positive customer experience to their employees. The long and successful partnership has helped QUALCOMM employees focus on business and drive the company growth.

Downtime Analysis

Based on survey responses, Qualcomm Incorporated employees estimate the time to resolve their support issues without PC Helps would be 2 hours. Based on industry averages for labor costs, overhead, and benefits, Qualcomm Incorporated's HARD-DOLLAR SAVINGS by having PC Helps resolve these support issues in just a few minutes amounts to approximately \$57.58 per call.

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%

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