

GOING GLOBAL WITH SERVICE DESK EXPANSION

A METRICNET CASE STUDY

CASE OVERVIEW

A global package delivery company, already engaged in a three-year service desk contract with a North American service provider, presented a significant opportunity for expansion. As the service provider's largest customer, the package delivery company opened the door for the North American MSP to extend its service desk support to the company's customers in Europe and Latin America. Capitalizing on this opportunity, the service provider crafted a successful proposal, enabling them to expand their operations globally and support the package delivery company's employees and customers in these new regions.

A RECORD OF PERFORMANCE

- To ensure a successful business relationship, the service provider built annual benchmarks and continuous improvement into the original contract with the package delivery company
- MetricNet was retained by the service provider to conduct annual benchmarks of the service desk, and provide consulting services for continuous improvement
- During the first two years of the contract, the service provider exceeded all performance targets and service levels, and received an award from the package delivery company for "Outstanding IT Partner of the Year"

GOING GLOBAL

- While the North American service desk was performing well, the same was not true of the package deliver company's two other service desks in Poland and Mexico
- The package deliver company issued an RFP to recompute the service desk contracts in Europe and Latin America
- The North American service desk provider, along with the two incumbent providers and two other MSPs, bid on the RFP
- The North American service desk provider won the new contract, and now operates three support hubs in North America, Eastern Europe, and Central America, for the employees and customers of the package delivery company
- The new contract gave the MSP a foothold in the international market, and from these locations they now serve multiple clients in Europe, Asia, and Latin America

SUCCESS FACTORS

- The North American outsourcer was not the largest or the best known of those who competed for the European and Latin American contracts
- But they had a track record of strong performance in North America, and had won the trust of the package delivery company
- The package delivery company noted the service desk provider's commitment to benchmarking and continuous improvement as factors in their decision to award the contract to them

EXPANDED TO THREE SUPPORT HUBS



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