

# IT SUPPORT OUTSOURCING

A METRICNET CASE STUDY

## CASE OVERVIEW

After outsourcing their IT Service and Support for three years, one of the world's largest insurance companies faced a significant challenge. Their internal customers (users) expressed notable dissatisfaction with the quality of vendor support. This case study details the steps taken to address this issue and improve the overall IT service experience.

### BENCHMARK FINDINGS

- A MetricNet benchmark showed that the managed service provider (MSP) was underperforming
- Customer Satisfaction, First Contact Resolution Rate, and wait times were well below average
- Agent morale was low, training hours were below average, and turnover was extremely high

### BENCHMARKING DIAGNOSIS

- Inadequate agent training was leading to poor first contact resolution rates and low customer satisfaction
- Understaffing was causing long wait times for customers, and burnout and low morale among agents
- The combination of low morale and lack of training produced high agent turnover

## THE RESULTS

Within six months Customer Satisfaction, First Contact Resolution Rate, and customer wait times had improved to top quartile for the industry

Agent morale improved to top quartile, and annual turnover was reduced to the lowest quartile for the industry

Total Cost of Ownership – the sum of IT support at all levels in the insurance company – was reduced by almost 30%, saving the insurance company nearly \$11 million per year in support costs

## THE SOLUTION

The insurance company initiated a re-competition of their outsourcing contract by issuing a Request for Proposal (RFP) that integrated MetricNet's RFP best practices. In response, eight Managed Service Providers (MSPs) submitted proposals to the RFP. Using MetricNet's proprietary proposal scoring system, the vendors were meticulously evaluated, leading to the selection of the top two with the highest scores. To facilitate further engagement, the insurance company organized a vendor day exclusively for the two down-selected MSPs. Ultimately, a new contract, enriched with MetricNet's vendor management best practices, was successfully negotiated with the winning vendor.

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