navitend

CASE STUDY

LOGISTICS & DISTRIBUTION

Help Desk Solution

Nationwide Logistics Organization

The challenge

For a number of years, providing a reliable and consistent help desk experience had been a challenge for this nationwide logistics organization. Requests went unanswered or were handled differently each time, management had little visibility into what was open, and employees in the field lost productive time waiting for help. The small home office staff often ended up handling support themselves.

navitend's role

navitend's service team worked with this client to design a help desk service, and now delivers it, for both management and team members, backed by an aggressive Service Level Agreement (SLA). We documented their systems and locations, set up clear ways for employees to request help, and established standard procedures so issues are handled the same way every time. Management receives regular reporting on what's being asked for and how quickly it's resolved.

The result

Response times are better than this organization has ever experienced. Employees in the field get help quickly and consistently, and the home office staff can focus on larger initiatives, leaving day-to-day support to navitend's team.

Talk to a person, not a ticket

Tell us what's going on. We'll listen, ask good questions, and give you informed and experienced guidance.

Book a Call

Call 877.448.0070

www.navitend.com