



SUCCESS STORY:

Parmalat Canada

Implementing a Top-Quality, Bilingual Service Desk in Record Time

The Client

Parmalat Canada, with more than 120 years in the Canadian dairy industry, produces a variety of high-quality dairy products, including milk, yogurt, cheese, margarine, and butter. The company's commitment to quality and innovation has helped Parmalat Canada, a subsidiary of Parmalat S.p.A., become one of the largest, most dynamic food companies in Canada, with more than 2,900 employees at 19 operating facilities across the country.

The Challenge

Parmalat Canada wanted to improve its help desk operation. The company needed an IT services provider with deep SAP expertise, as well as experience with a variety of other software applications and the ability to provide a single point of contact for end users. It was critical that the transition from the previous service provider take place with minimal business impact on end users. Parmalat also required the services of an onshore, Canadian service desk facility that offered expert assistance in both French and English, as well as a clearly defined service level agreement. CompuCom had a relationship in place with Parmalat Canada that involved acquisition of both hardware and software and the provision of support services. Parmalat Canada soon turned to CompuCom for outsourced service desk support, as well. Understandably, outlining stringent performance requirements that included the implementation of a high-performance service desk and bilingual technology experts with the required training and certifications. Its requirements also included the successful implementation in just three weeks—a tight timeframe by anyone's standards.

Measurable Results

CompuCom implemented a high-performance service desk, staffed by bilingual technology experts with all required training and certifications, in just three weeks, leveraging our OnlyCALL™ Premier solution to help Parmalat Canada achieve the following results:

- *Average speed of answer just 30 seconds*
- *Reduction in overall service desk operating costs of 50%*



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The Solution

CompuCom leveraged our exclusive OnlyCALL™ Premier solution to implement a comprehensive service desk operation staffed by bilingual experts with the requisite skills and achieve a seamless transition for Parmalat Canada. Our OnlyCALL™ Premier solution set provides extended service desk and troubleshooting support for Parmalat's office applications and nonstandard, supported products, fulfilling Parmalat Canada's requirements for a scalable service with the right mix of people, processes, and technologies to meet its service-level objectives. Our service desk operation provides hardware and software technical support via automated, skills-based call routing to minimize end users' downtime, as well as 24x7 access to technical resources and problem-resolution experts. CompuCom's service desk solution for Parmalat Canada, which currently handles more than 700 calls per month, included leveraging our SAP expertise and familiarity with Lotus Notes—applications also in use by the client—as well as the following components, which are an integral part of every CompuCom service desk solution:

- Primus Tool—This valuable knowledge base builds a detailed history of problems and records of successful incident resolutions that dramatically speeds the future incident resolution and can also be leveraged by the client to continuously improve the efficiency of its IT operations
- E-Support Tools—These tools enable the delivery of world-class service, and improved customer satisfaction, while dramatically reducing operational costs.

The Results

CompuCom implemented a high-performance service desk for Parmalat Canada and staffed it with highly trained, certified, bilingual technology experts in just three weeks. We leveraged our OnlyCALL™ Premier solution to achieve timely, 24x7, live response to service desk calls, with an average speed-of-answer of just 30 seconds and a first-call resolution rate of 85-90%. Despite the compressed implementation timeframe, our team succeeded in accomplishing the transition so seamlessly that a full month passed before end users became aware that a change had taken place—and they were pleasantly surprised with the improved service, which has eliminated frustrating and inefficient voicemail responses to calls and provided expert technical assistance in both French and English for the convenience of the Canadian end users. Our solution has succeeded in significantly improved incident resolution and an impressive reduction in Parmalat Canada's overall service desk operating costs of 50%.

"Parmalat Canada selected CompuCom based on our impressive track record. Our client was confident that we would enable the transition to go smoothly and our team would help the company continue operating efficiently."

Phil Soper
Vice President, Canada
CompuCom Systems, Inc.

Learn more about CompuCom and our comprehensive services.
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