FirstGroup America's Unified IT Services Improves End-User Satisfaction and Delivers $1 Million in Annual Cost Savings

FirstGroup America (FGA), a $5 billion subsidiary of UK-based FirstGroup, is the leader in safe, reliable and sustainable transportation. The largest provider of surface transportation services in North America, FGA has three divisions: First Student, which manages school bus routes; First Transit, which operates multiple city and county public transport contracts; and Greyhound, the only national provider of inter-city bus transportation in the U.S. and Canada.

Challenge

With several divisions and the integration of new acquisitions, FGA found itself with a variety of IT platforms, applications and internal help desks. This siloed approach to IT services created barriers that made it difficult to deliver consistent services to end users. To solve these challenges, FGA needed to improve first-call resolution, shorten the onboarding timeframe for new employees and escalate service calls to third-party telecom providers.

In 2008, FGA requested proposals to develop a unified IT services approach to provide first-call resolution capabilities and field desk support to all FGA divisions. CompuCom® was awarded the contract in 2009 and assumed responsibility for building out a single service desk capable of supporting FGA's three divisions. CompuCom quickly demonstrated its capability to deliver improved, responsive services at reduced costs.

Solution

To unify IT services, each of FGA's divisions moved to CompuCom's Houston call center. CompuCom leveraged its integrated infrastructure management outsourcing framework to simplify the business alignment process and ensure adaptive, optimized services that maximized the value of IT services to FGA's business.

In 2012, FGA's IT services were moved to CompuCom's new, state-of-the-art call center in Louisville, Kentucky. At the new call center, CompuCom provided 24/7/365 service with cross-functional systems management services across all towers and vendors, which greatly reduced both P1 and P2 incidents and significantly improved network uptime. The new service model also used key CompuCom field representatives for "resolver groups" to quickly address escalating issues while reducing costs associated with hiring additional IT staff.

Outcome

The combined CompuCom solution provided significant benefits to FGA. Providing incident management in a highly diversified, fully-outsourced IT environment significantly improved response and resolution times, optimizing end-user productivity and improving the overall customer experience. As a result of synchronizing IT service delivery, FGA also benefitted from a unified IT services process, increased uptime, dramatically improved end-user satisfaction and realized a cost savings of nearly $1 million per year.

By collaborating with FGA to solve its challenges and develop a long-term IT services solution, CompuCom increased its value as a trusted service provider, advisor and strategic partner.

Services Delivered

- Customer Care Solutions

- Infrastructure Management

- Program Management

Measurable Results

- Nearly $1 million in annual savings

- Three percent reduction in actual abandonment rate for incoming calls

- 13 second reduction in average speed to answer — from 60 to 47 seconds

- Reduced target resolution time to four hours, optimizing productivity and improving the overall customer experience

- 87 percent first call resolution — consistently

- On a scale of one to 10, consistently achieved a customer satisfaction rating of nine for 85% of end users surveyed

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