

Delivering 24x7 Global IT Service Desk Excellence Across Time Zones

CUSTOMER SUCCESS STORY

ABOUT THE CLIENT

A leading global omnichannel fulfilment service provider supporting thousands of brands across regions, including the United States, the United Kingdom, the European Union, Canada, Australia, and India. The client offers scalable logistics solutions to streamline order shipping and delivery on a global scale.



INDUSTRY:
**LOGISTICS &
SUPPLY CHAIN**



BUSINESS CHALLENGES



Managing **IT Service Desk** operations efficiently across multiple international locations.



Providing consistent support coverage across various **global time zones**.



Ensuring **high service availability** and minimizing disruptions to end users.



SOLUTIONS OFFERED



Deployed a dedicated team of **six skilled IT Service Desk** professionals.



Enabled **time zone-aligned** support through dual operational hubs—**US Central** and **IMT India**.



Delivered support to over **2,500 users**, managing approximately **50 tickets** per day, including both technical and functional support.



Established a **centralized** service desk model with **daily/weekly performance dashboards** and **monthly review meetings** for continuous service quality assessment.

BUSINESS IMPACT



01

Enhanced

end-user experience with significantly reduced service interruptions.



02

Real-time

tracking and updates enabled faster issue resolution.



03

Improved

agility and responsiveness of IT support services.



04

Data-driven

insights empowered better decision-making through improved service metrics and operational visibility.

