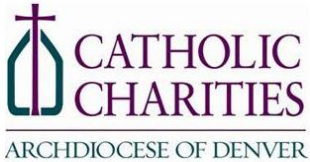


# Service Desk Solution



## Catholic Charities Foundation



Location: Denver, CO

Classification: Non-Profit

Revenue: (Private)

Website: <http://www.ccdenver.org>

Catholic Charities provides services to supply the basic necessities of life . food, clothing and shelter . to people of all ages, faiths, ethnic backgrounds, and economic circumstances.

## Challenge

- ~Immature help desk processes, procedures and practices.
- ~Lacking Enterprise Help Desk software and personnel.
- ~High Operating Costs and Staff vulnerabilities (high turnover).

## Solution

- ~Symmetrix implemented 24x7x365 Service Desk for users which included Enterprise software, to provide ticket tracking and reporting to Catholic Charities, which lead to a reduction in end-user frustration and increased user productivity.
- ~Leveraging of existing resource infrastructure through SYMMETRIX shared Service Desk and subject-matter-expertise reduced operating costs by over 20% and provided seamless support to users.
- ~Staff vulnerabilities are minimized due to local team of resources and reach back capability of SYMMETRIX.

## Services

- ~Symmetrix Solutions implemented helpdesk services, to support over 550 users, in 60 locations.
- ~Implemented Best Practices for service desk.

## Benefit

- ~Increase creditability with end user community, resulting in a higher level of confidence with the IT department.
- ~Increased 1<sup>st</sup> call response and resolution by 30%.
- ~Predictable cost model
- ~Scalability both up and down leveraging shared services model.