

## USECASE

# IMPROVING HELP DESK OPERATIONS THROUGH ELEMEZ<sup>TM</sup>

## Help Desk Use Case

Help desk operations within an enterprise or managed service provider is a critical part of enterprise mobility today. End-users require their mobile devices to be functional for their job, and any downtime in mobility has a direct impact on their productivity and in turn the bottom line for the company.

Operating a help desk to support these end-users has numerous challenges as outlined in the sidebar to the right. Whether you are operating a help desk within your enterprise, or in charge of a help desk for a service provider, these challenges hold true.

To combat these challenges, Elemez was designed from the ground-up to provide real-time visibility and actionable analytics on the health and status of every mobile device. With this view, employees managing the help desk have instant access to a depth of information on the device, application and end-user.

And those managing the help desk also have real-time information on device health and status including if the device was rebooted recently, is suffering abnormal battery drain, is using more data than normal, and even if the device was dropped (and when).

Armed with this information, help desk operations benefit by:

- Improving their success with first-call resolution and being able to successfully address the end-user's problem on their initial call.
- Lowering the time-spent per call as help desk employees have information needed without going through the time-consuming Q&A sessions to get answers.
- Lowering the number of calls per day as enterprise-wide mobility issues are proactively caught using Elemez, and root cause analysis quickly done to resolve. This ability to find and fix problems fast can eliminate many other workers from suffering outages and eliminate call volumes.
- Improving employee satisfaction with the help desk and enterprise mobility in general as problems are resolved swiftly.

### Business Challenges:

The challenges of operating the help desk are numerous:

- **Volume of inbound calls is hard to manage** due to the complexity of mobility today, and the amount of downtime most enterprise mobile deployments suffer.
- **Costs of supporting end-users is rising**, as almost all workers depend on mobility to do their job, and the volume and time spent on support calls continues to rise as well.
- **Complexity of troubleshooting problems is rising**. A myriad of device types, operating system levels, application revisions and client-server workflows means the enterprise environment is extremely dynamic, and troubleshooting problems is complex.
- **It's time consuming** to gather data from multiple sources to paint a complete picture of each end-user's device, applications and situation.
- **The data used is dated** most of the time due to mobility support tools designed for managing devices, but not providing real-time insights and analytics critical for problems.
- **End users often don't tell the truth** about what really happened to their device and precipitated the call. For instance, dropped devices may result in a call stating a device won't hold a battery charge any longer which results in a long troubleshooting session to uncover the true root cause of the problem.

- Lowering the number of “No-Fault-Finds” as healthy devices are RMAed (Return Merchandise Authorization) and returned . With Elemez’ deep, real-time analytics on each device, those troubleshooting have a far greater chance to find the root cause immediately and fix the device in the field.

## Summary

Help desks supporting mobile workers are a critical part of delivering mission-critical enterprise mobility today. And with “mission critical” now the status quo for almost every department within the enterprise due to the proliferation and dependence on mobile applications and mobile-based workflows, these help desks are only going to get busier and more and more critical.

Elemez has been designed from the ground-up for enterprise support teams to use **real-time insights** on mobility - something MDM / EMM and other mobile support tools struggle to do.

To ensure your help desk can evolve to meet the challenges of supporting enterprise mobility, Elemez’ product family offers a full suite of offerings, including APIs to integrate Elemez’ real-time data with all other data and systems required for successful help desk operations.

## Get in Touch

Contact us today to dramatically change how you manage mobility.

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## Elemez Solutions:

Elemez meets the challenges above by allowing help desk workers and managers to:

- ✓ **Easily troubleshoot** device, connectivity and application issues with a wealth of real-time data on help desk screens.
- ✓ **Speed up time for resolution and lower the time per call** by eliminating much of the guess work and Q&A necessary to get a full report on device health.
- ✓ **Lower the volume of calls** by leveraging Elemez to spot problems which are quickly turning into a crisis well before the volume of calls indicates the same. Elemez allows for proactive problem identification and resolution to eliminate additional problems.
- ✓ **Having the “truth”** about device status, health, applications installed, charging history, battery health and even when a device was last dropped.
- ✓ **Improve existing SLAs and create new value-based ones.** Elemez real-time data allows for existing SLAs around first-call resolution, time-spent-on-call, call volume and other traditional metrics to improve, and new SLAs around monies saved to be created.
- ✓ **Lower cost of operations.** Fewer agents during busy hour are required thanks to lower call volume and time spent on each call due to Elemez.

## Economic Benefits:

B2M can lower the True Cost of Ownership™ of Mobility by:

- **Improving worker productivity** by eliminating worker downtime and thus lost productivity costs as wages are paid for no output.
- **Eliminating “No Fault Finds”** by providing better tools to accurately troubleshoot.
- **Reduce ongoing IT support costs** by lowering the number of workers required just for support and reallocating scarce resources to needed projects.

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