

IT OUTSOURCING SUCCESS: AN ENDURING AND EXPANDING PARTNERSHIP



Essilor International, a world market leader, has outsourced its corporate IT help desk as well as remote monitoring and intervention functions to TechTeam Global for many years.

As a result, the two companies established a strong professional partnership beginning in 2003. Currently, 15,000 end users are supported through the partnership.

Given the focus on continuously proven high quality results the relationship between Essilor and Stefanini TechTeam continues to expand. They continue to work together closely in the bilingual support of end users at 300 sites in more than 100 countries around the world.

Stefanini TechTeam has been effectively demonstrating both agility in meeting requirements changes as well as responding to Essilor's growth. Stefanini TechTeam continues to meet expectations and SLAs in both service delivery and cost saving.

The Challenge

In 2003, as part of a continuous improvement of business effectiveness and efficiency, Essilor's IT managers decided to explore alternate ways of improving the group's corporate help desk and the remote monitoring and support of its network and servers.

SOLUTION

- IT help desk
- Remote monitoring
- Intervention functions
- Bilingual Support of end users in more than 100 countries



CUSTOMER PROFILE

- Industry: Healthcare
- Essilor International, S.A. Founded: 1972 (Paris, France)
- Essilor Laboratories of North America, Inc. Established: 1996 (Dallas, TX)
- North American HQ: Dallas, TX
- Products: Corrective lenses and ophthalmic equipment
- Number of Employees: Worldwide - Over 45,000 North America - 9,000
- Web Address: www.essilor.com

DID YOU KNOW?

- 15,000 end users
- 115,000 tickets/year
- 47,000 phone calls/year
- 5,000 websubmits/year
- 120,000 emails/year
- 1,600 Knowledge Cases



About Essilor International S.A.

World market leader, Essilor, has for many years outsourced its corporate IT help desk and remote monitoring and intervention functions to

TechTeam Global. Within a strong and enduring relationship, the two companies continue to work together closely in the bilingual support of

end users at 300 sites in more than 100 countries around the world.

“OVER THE YEARS, WE’VE BUILT A REAL TRUST BETWEEN US, AND THAT MEANS THAT WE CAN BE OPEN WITH EACH OTHER. OF COURSE, IN THE END THAT TRUST IS THERE BECAUSE THE SERVICE IS THERE. IT’S A WIN/WIN SITUATION.”

IT Operations Manager, Essilor Internationalsal

The Solution

Essilor had two objectives in mind:

- Enhancement of services provided to end-users
- Application of an effective cost-cut solution

The best option for Essilor was to find an outsourcing solution. The main reasons why Essilor chose to outsource their IT services to Stefanini TechTeam are related to their core business. In fact, the company had no strategic interest in acquiring IT skills related to in-depth help desk expertise which is Stefanini TechTeam’s core business.

Moreover, the cost of running the three bilingual shifts necessary to provide 24x365 coverage in-house was too demanding for Essilor.

Essilor knew that the service challenge for any supplier would be considerable. The firm had grown through a series of acquisitions, as well as through organic sales growth. The result was a global network infrastructure that was highly diverse, and a systems environment that comprised near to 500 different applications. Moreover, end users would require support in both English and French language.

The IT service desk outsourcing partner needed to be capable of quickly learning how to support 15,000 users in two languages, as part of an extremely complex IT resource.

From day one, TechTeam Global successfully fielded an increasing number of help desk inquiries. The perimeter has grown significantly and the volume has nearly doubled. The range of services provided by Stefanini TechTeam has also been expanded and refined. According Essilor, every request for a change to perimeters, services, processes and procedures has been met with agility on the part of Stefanini TechTeam.

Today, Stefanini TechTeam provides a Single Point of Contact (SPOC) help desk that supports and advises end users on a wide variety of queries on desktops and applications, mobile phones and PDAs (personal digital assistants), and more. Additionally, the help desk also handles all IT fault reporting.

At the same time, Stefanini TechTeam continuously performs remote monitoring of Essilor’s proprietary systems (CASE STUDY › ESSILOR | 3 applications) and their network.

Focusing on Results

When an incident is reported – or when one is flagged by the remote monitoring facility – an individual ticket is created so that every issue is tracked throughout its investigation and resolution phases. Stefanini TechTeam’s workforce can resolve many incidents through troubleshooting and remote interventions. Other issues are escalated to Essilor’s own field engineers. However, in many areas – even challenging ones such as office automation – such escalations are rare. Currently, Stefanini TechTeam resolves 84% of all office automation issues without any escalation.

Regular reports are compiled to detail all incidents and time-to-resolution statistics. This data not only helps Essilor monitor Stefanini TechTeam’s performance, but it highlights incident patterns that allow Essilor to address impending problems before they arise. Stefanini TechTeam experts also review the data and often recommend enhancements proactively.

Ongoing Successes at High Volumes

In 2010 TechTeam Global handled approximately 47,000 phone calls, more than 120,000 emails, and more than 500 web portal requests for assistance from 300 Essilor sites in 100 different

countries. For the most recent reporting year (2010), the number of articles in the Essilor knowledge base, which help desk agents often consult to resolve issues, reached 1,600. The number of tickets across Essilor’s entire network and server infrastructure was 115,000 for that same reporting period.

Stefanini TechTeam constantly strives to improve its services, and these efforts yield measurable results. The Essilor support contract specifies some ambitious targets.

TechTeam Global’s call handling in 2010 exceeded many key SLAs:

- Rate of abandoned calls was 20 percent below the SLA
- Average talk time for each call was 65 percent of the SLA
- Number of calls answered within 30 seconds was 5 percent higher than the SLA

ABOUT STEFANINI TECHTEAM

Today’s global business environment requires focus on differentiated products and services based on the latest advances in technology. At the forefront of innovation, Stefanini TechTeam offers IT solutions that can adapt with your business. We have the people, industry and business knowledge, experience, and technology to help you conquer new markets. Specialties include: Outsourcing, Systems Integration and Development, Consulting, and Staffing Solutions.