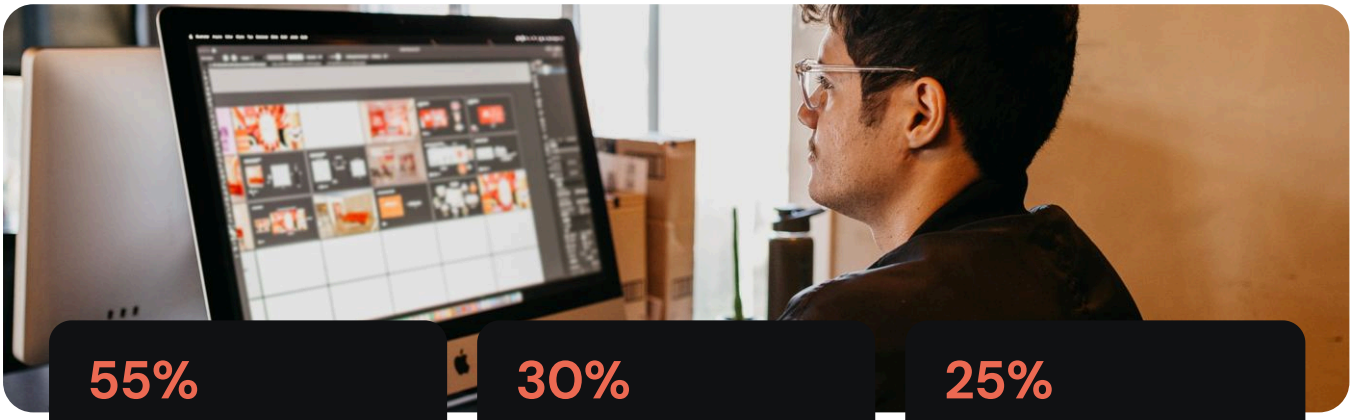
IT & ITES | Global

A software company with 5,000+ employees cut IT helpdesk response time by 55%

A large software development company replaced manual IT ticketing with requests raised by email and self-service, sorted by category and priority, so its IT team answers faster and clears its backlog.



55% reduction in average IT support response time

30% increase in employee satisfaction with IT support

25% fewer pending support tickets

AT A GLANCE

INDUSTRY
Software development

SIZE
5,000+ employees

FUNCTION
Internal IT helpdesk

PREVIOUSLY
Manual ticketing, little self-service

FEATURES USED
Work | Insight

01 The client

The client is a large software development company with more than 5,000 employees.

Its people depend on working laptops, accounts and tools to do their jobs. The internal IT helpdesk receives a high volume of support requests covering a wide range of technical issues, and every delay holds someone up.

02 The challenge

Tickets were created by hand, there was little automation and employees had few ways to help themselves. The volume of requests created bottlenecks and delays that strained the IT team.

- A high volume of IT support requests with diverse technical issues.
- Manual ticket creation and data entry.
- Few self-service options for employees.
- Critical issues waited in the same line as routine ones.
- A growing backlog of pending tickets.

03 What they set up in Asset Infinity

The company ran its IT helpdesk in Asset Infinity's Work feature, with requests created automatically and employees tracking their own.

Work

Requests from email

An email to the helpdesk becomes a request automatically, so nobody retypes it and details are captured accurately.

Work

Self-service requests

Employees raise and follow their own requests from the web or mobile app, which cuts calls and chasers to the helpdesk.

Work

Categories, priorities and SLAs

Each request carries a category and priority, and SLA timers make sure the most critical issues get attention first.

Insight

Helpdesk dashboards

Dashboards show open tickets, response times and backlog, so IT leads can balance work across the team.

04 How it works day to day

Here is how an IT support request is handled now.

EMPLOYEE

Raises a request

The employee sends an email to the helpdesk or fills in a request on the web or mobile app, choosing a category.

SYSTEM

Creates the ticket

An email becomes a request automatically. Its category and priority set the SLA, and the clock starts.

HELPDESK LEAD

Assigns it

The lead assigns the request to an engineer with the right skills, who is notified on the mobile app.

IT ENGINEER

Resolves the issue

The engineer updates status and notes as the work progresses, and messages the employee on the request when needed.

SYSTEM

Escalates what waits

If a request is close to missing its SLA, reminders and escalation go to the team before it is late.

EMPLOYEE

Follows the progress

The employee sees the status of their request without calling or emailing the helpdesk.

IT MANAGER

Reviews the numbers

Dashboards show response times, backlog and workload by engineer and category.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Creating tickets	Manual data entry	Created automatically from email or self-service
Self-service	Limited	Employees raise and track their own requests
Prioritization	Critical issues waited	Category and priority set the SLA
Response time	Slow, with bottlenecks	55% faster
Backlog	Growing	25% fewer pending tickets
Employee satisfaction	Strained	30% higher

06 How it rolled out

1

Needs assessed. The client and the Asset Infinity team reviewed IT helpdesk workflows, challenges and requirements.

2

Configured for IT support. Email requests, self-service forms, categories, priorities and SLAs were set up to match the client's process.

3

Employees moved over. Employees began raising and tracking requests themselves instead of contacting the helpdesk directly.

07 The results

20% increase in IT support team productivity

15% increase in overall operational efficiency

- Less manual data entry and more accurate tickets.
- Critical issues receive immediate attention.

08 Why it worked

No retyping

Requests created from email and self-service forms removed most of the manual entry that slowed the helpdesk.

Priorities that hold

SLA timers based on category and priority meant the most critical issues were handled first, every time.

Employees can help themselves

Being able to raise and follow requests directly cut the status calls that took engineers away from fixing problems.

09 Looking ahead

With requests created from email and self-service, and sorted by category and priority, the IT helpdesk responds faster and keeps its backlog under control.

Employees can see where their request stands without asking, and the IT team spends its time solving problems instead of logging them.

See it on your own assets

A 30-minute demo, set up for an IT support or service desk team.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial