

Ingersoll-Rand Pulls Together its Diversified Call Center Needs with Visual Help Desk

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Ingersoll-Rand is a diversified manufacturer with over 40,000 employees globally, \$9 billion in annual sales, and a leadership position across numerous markets with trusted, well-known brand names: Bobcat loaders, Schlage locks, Thermo King refrigerated trucks and trailers, and many more. It is up to Ingersoll-Rand’s Global Business Services Business unit (GBS), based in Huntersville, NC, to provide shared employee, finance and information technology related services for virtually all business units within the company.

Previously, the overhead costs to provide these crucial services were unacceptably high, leading GBS to find a solution to improve service and cut unnecessary costs. “Until recently, we relied on an expensive help desk application and a classic manned call center to handle service requests,” says Marcel Berkhout, Technology Engagement Leader for Ingersoll-Rand’s GBS. “However, we recently switched from our old help desk application and call center to VisualHelp Desk (VisualHD).

“Thanks to VisualHD’s unique capabilities, we no longer need to operate a manned call center. The cost savings and business benefits since migrating to VisualHD have been simply remarkable: VisualHD has reduced our cost of routing a service request to only 1% of the cost of our old call center structure!

“We knew there were significant overhead savings to be had in GBS. VisualHD has enabled us to realize those savings. Even more surprising, we have found that VisualHD has enormous potential here at Ingersoll-Rand beyond GBS.”

WEB-ENABLED VHD “ACCOMPLISHES MORE FOR LESS”

Originally, Marcel envisioned that GBS would use VisualHD for internal use within Ingersoll-Rand’s Huntersville, NC facility only. It soon became clear that VisualHD would be highly effective to address the incoming calls from other business units as well. “Basically, GBS provides employees in Ingersoll-Rand’s other business units with ‘level two’ help desk support, not only for IT assistance, but also for other needs, such as payroll, benefits or pension-related issues,” Marcel explains. “Each Ingersoll-Rand business unit has its own local help desk. If a particular issue cannot be resolved at the business unit level, the business unit will contact us for help. Typically, that contact was in the form of a phone call or e-mail, fielded by our manned call center, in addition to help requests within the Huntersville, NC facility itself. The manned call center spent a lot of its time simply transferring people to the right department. Meanwhile, our previous help desk application was used simply to keep track of all open help desk tickets. Between our expensive help desk application and our call center, responding to help requests was very resource-intensive.

“The missing ingredient was a system to allow us to move to a solid self-service method to address our non-urgent service-related service needs,” Marcel adds. “That requires a solution that is completely web-enabled, but our past help desk vendors simply did not have its web enabled capabilities working reliably or simply enough for our needs.

"We process over 70,000 requests per year with VisualHD. Approximately 65% of our support calls are now recorded using VisualHD's web-based self-service ...VisualHD has saved us substantial time and money."

"VisualHD, in contrast, truly shines as a completely web-enabled solution, with a very powerful web self-service module. We also selected VisualHD's optional Third Party Support (TPS) module, allowing VisualHD to transmit call ticket data in XML, to easily communicate with outside entities, such as vendors, for help in resolving certain issues.

"As a result of VisualHD's complete web-enablement and its self-service and TPS modules, we have been able to use VisualHD well beyond traditional help desk software tasks. We have had great success extending VisualHD as a call center application," says Marcel.

"Another plus for us is VisualHD's tight integration with the Lotus Domino platform; we already use Domino. It is our experience that most help desk applications do not integrate very readily with any existing infrastructure. We operate VisualHD on a quad CPU Windows 2000 Server.

"Thanks to VisualHD, we now have ended calls and e-mails for non-urgent requests," Marcel says. "As a result, we no longer must operate a manned call center. We are doing more with less!"

VISUALHD'S LOW COST, SUPERIOR FUNCTIONALITY EXPANDS TO OTHER BUSINESS UNITS

The costs related to replacing Ingersoll-Rand's GBS help desk application with VisualHD was a "no-brainer" when considering cost. "Surprisingly, VisualHD's software cost was a fraction of our initial investment in our old help desk application," Marcel says.

"In fact, the cost to acquire VisualHD was less than our old help desk application's annual maintenance fees! Between VisualHD's superior web-based self service capabilities and cost savings, the decision to run with VisualHD was an easy one."

"VisualHD's favorable licensing cost structure also encourages organizations to expand its VisualHD user base. Once we started deploying VisualHD to our internal customers, we started receiving a lot of requests from our business units to help them out with their help desk applications. They are running a variety of different products from well-known help desk software vendors to homegrown MS access based applications. Many of them cited the lack of web based self service, complexity of the application, or high maintenance cost as one of the reasons to look for alternatives.

"As a result, other business units have begun to convert their help desk solution to VisualHD as well, for better functionality at lower cost. We now have the process to convert to VisualHD down to a science! With many business units making the switch to VisualHD, GBS has evolved into a global help desk application provider."

VISUALHD IS A HELP DESK AND ESUPPORT SOLUTION IN ONE

VisualHD has helped Ingersoll-Rand reap the benefits of web-enabled help desk and self-service. "We process over 70,000 requests per year with VisualHD," says Marcel. "Approximately 65% of our support calls are now recorded using VisualHD's web-based self-service, and continues to increase.

"Datawatch has delivered to Ingersoll-Rand a web-based solution in VisualHD that goes beyond traditional help desk to include strong self-service 'eSupport' capabilities as well," Marcel concludes. "VisualHD has saved us substantial time and money, while extending our ability to respond more effectively to employee requests."



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