

Transforming IT Helpdesk Operations for a Public Services Consulting Firm

Overview

A leading public services consulting company struggled with slow IT helpdesk response times and inefficient resource allocation. With no structured documentation or streamlined processes, Level 2 SMEs were burdened with basic IT support tasks, delaying critical issue resolution. To enhance efficiency and improve the end-user experience, LearningMate, a Straive company, implemented a dedicated 24/7 helpdesk support team that optimized response times and allowed SMEs to focus on strategic priorities.

The Challenge: Slow Response Times & Inefficient Resource Allocation

The firm's existing helpdesk model faced multiple roadblocks:

01

Basic IT tasks handled by Level 2 SMEs, diverting focus from complex problem-solving.

02

Slow response times due to reliance on an outsourced onshore helpdesk.

03

Poor end-user experience caused by delays and lack of structured processes.

04

No existing documentation for process standardization or training.

The Solution: 24/7 Helpdesk Support for Seamless IT Assistance

To address these challenges, LearningMate, a Straive company, deployed a round-the-clock helpdesk support team, ensuring:

- 01
- 02
- 03
- 04
- 05
- 06

Helpdesk Support

Step-by-step guidance for password resets, account unlocks, and general troubleshooting.

Email Remote Assistance

Troubleshooting support via collaboration tools.

Account Management

Handling account creation, access issues, and permission configurations.

Email Support

Assisting users with setup, configuration, and troubleshooting.

Network Connectivity Assistance

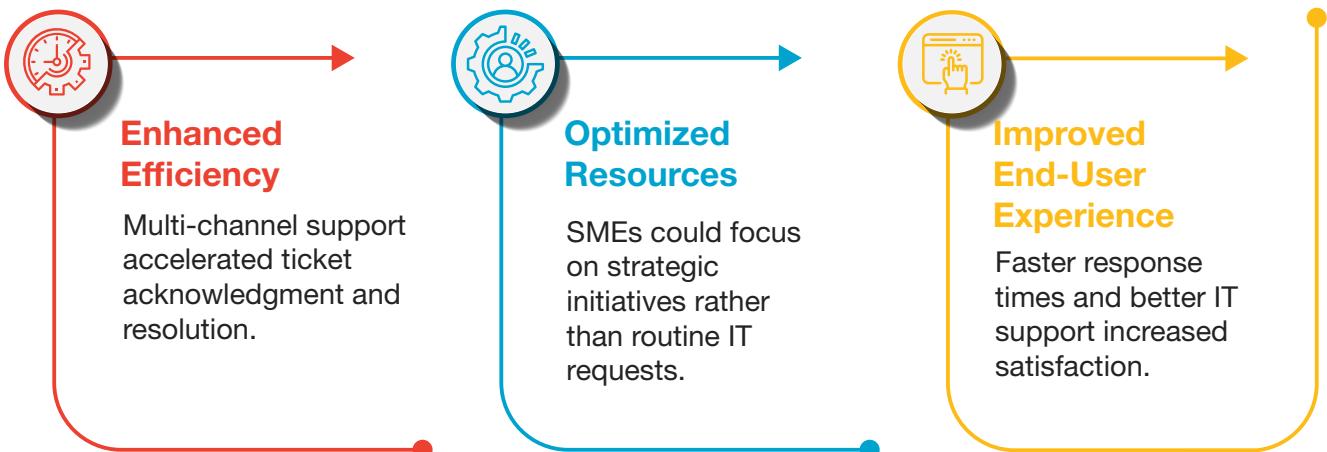
Supporting VPN connections and remote access tools.

Endpoint Procurement Coordination

Following up with vendors to ensure timely endpoint delivery.

The Impact: Faster Resolutions & Higher Satisfaction

With a structured and proactive helpdesk approach, the firm experienced:



Is Your IT Helpdesk Slowing You Down?

If your organization is facing similar IT support challenges, Straive can help streamline your helpdesk operations for efficiency, scalability, and superior end-user experience.



Let's connect and explore a tailored solution for your needs.

About Straive

As a data analytics and AI operationalization company, we don't just build top-tier data analytics and AI solutions—we integrate them seamlessly into your core workflows. This approach drives enhanced efficiency, improves user experience, and boosts revenue, setting you apart from the competition.

Serving a diverse range of industries—including Pharmaceutical & Life Sciences, Logistics, Supply Chain & Manufacturing, Research & Publishing, Information Services, EdTech, Banking & Financial services, and Retail Tech, Entertainment & Media—we have a global client base spanning over 30 countries.

Our strategically positioned resource pool operates across seven countries, including the Philippines, India, the United States, Nicaragua, Vietnam, the United Kingdom, and Singapore, where the company is headquartered.

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