

CASE STUDY



Yamaha Corporation of America

Challenges

Cost and quality of end-user technical support

Yamaha Corporation of America is a world leader in businesses ranging from musical instruments and audio/video equipment to information technology, home furnishings, new media services, and other consumer and industrial products.

With a goal of reducing costs and improving user support, Yamaha approached Partners Consulting to explore the economic and logistical advantages of outsourcing their PC desktop support and Help Desk services. They also sought a solution to decrease costs associated with their corporate computer leasing program.

“They have exceeded my expectations for outsourcing PC Support and Help Desk services. Partnering with Partners Consulting’s Managed Services Division, (formerly ITresources) has resulted in huge cost savings.”
- *Virnal Thomas, General Manager, Information Systems Division*

Our Solution

To improve the quality and responsiveness of user support, Partners Consulting implemented a web-based Help Desk. The system accurately tracks all user calls and requests, and notifies both staff and client whenever calls are opened or closed. Numerous weekly and monthly performance reports are generated to give management specific, department-level details of technical problems and solutions. To streamline the lease program and accelerate the return process, we implemented numerous best-practice procedures throughout the department.

Results

Better service, lower costs In just a short time, the centralized Help Desk improved Yamaha’s overall call-answer rate to more than 90%. Time required to answer, address and close-out user trouble calls was dramatically reduced. In addition, the PC lease program realized significant savings, as new processes made possible the timely return of all outstanding leased equipment.

