



## CUSTOMER SUCCESS: RETAIL

**Global video game, consumer electronics, and gaming merchandise retailer trusts Compucom to deliver fast and reliable service for an elite employee experience.**

### **Solution:**

**Technology Sourcing, Device Lifecycle Services, Digital and Field Support Services**

### **Challenge**

A large niche retail customer initially came to us in 2016 to shift support from in-house IT staff to a trusted partner. With over 3000 locations across the US, Canada, Ireland, Germany, and Australia, supporting the distributed retail technology had become a burden on their resources. In order to scale, they needed to deliver services to their stores more consistently. Since we were brought on, we have also been leveraged to refresh network infrastructure in approximately 2,500 stores. Recently, we were asked to help create a self-service model for store employees.

### **Action**

In addition to field support and equipment refreshes, we now offer choices in how employees are supported. Along with phone support, email, and digital assistance, they have easy access to self-help options. We helped drive adoption by collaborating with the customer to market the service and positioned cost variables so that the customer would see overall cost reductions, along with service improvements.

### **Results**

We implemented this program in January 2020. As a result, we have seen self-service ticket volumes increase by 200%, thereby reducing calls to the service desk and reducing the overall wait times. By moving the request from phone or digital assistance to a self-service option the customer sees a reduction of 25% in the cost per ticket. An IT project lead had this to say, "This team has done a phenomenal job in assisting the stores and kept a positive attitude. It is truly a pleasure working with a team that knows what they are doing and willing to jump in and help each other out. We still have a way to go but I wanted to make sure their work did not go unnoticed. It's attitudes like this that make the project run smooth and enjoyable."

