



International Service Desk

Company Profile

IDGroup is an international textile group, representing four brands of maternity and children's clothing: Okaidi, Obaidi, Jacadi and Véronique Delachaux.

The company is headquartered in Roubaix, France and has six logistics centres located there. It also has 1,000 retail outlets in 55 countries, including subsidiary offices in Italy, Spain, China, the USA and Poland.

Why Computacenter?

- Ability to direct and co-ordinate all interventions worldwide
- ITIL Methodology
- Strength and flexibility of tools
- Strong references
- Financial stability

Objectives

As part of its international development, IDGroup was looking to outsource its international user helpdesk for the Roubaix headquarters, logistics centres and international retail outlets. The client sought a single partner to manage these operations that was capable of guaranteeing service quality and continuous improvement. Another aim was to rationalise and industrialise user support.

Solution

Based on a budget pre-defined by the client, Computacenter implemented a Level 1 Helpdesk to support IDGroup's users in its world-wide retail outlets. The service is delivered by Computacenter's International Service Centre (ISC) located in Barcelona, Spain. The ISC currently provides 24x7 user support in four languages including French, English, Spanish and Italian.

Computacenter tools deployed

- Remedy ITSP Service Provider suite for incident management, request management and operational management
- Know How tool for Knowledge Management
- Electronic Customer Satisfaction Questionnaires (eCSQ)
- HiPath ProCenter, a telephony system with automatic skills-based routing which allows prioritisation according to customer requirements (VIP, languages, mobile workers)

Computacenter commitments

The three-year contract delivers:

- Average 'speed to answer' **less than 30 seconds**
- Call abandon rate **less than 5%**
- First time fix **over 65%** of all tickets
- A dedicated team of 10 comprising: Service Manager, Service Delivery Manager, Team Leader and seven bilingual/trilingual helpdesk agents

Results

The client has aggressive international expansion plans (80-100 new shops per year), and is able to rely on Computacenter as its sole partner for co-ordinating and managing the multiple resolver groups that support its infrastructure lifecycle (PC, notebooks, printers, EPOS, networks)

The contract allows for future extension including the integration of maintenance and on-site support, as well as Service Desk support in German, Cantonese, Mandarin and Polish languages, with Asian language support being delivered by Computacenter's ISC in Kuala Lumpur, Malaysia.

More resources

For further information on our services,
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