

Fedict Partners with CTG for a Service Desk Solution to Improve Customer Service



The Client

Fedict (now BOSA), Belgium’s federal public service for information and communication technology (ICT), defines and implements the federal e-government strategy. The company uses innovative ICT to help various federal public services improve their service portfolios and tailors its offerings to better meet the needs of the general public, businesses, and civil servants.

The Challenge

Fedict was looking for a new partner to assist them in providing support to its end users through its central service desk. Their service desk is a classic front and back-office arrangement that receives approximately 45,000 calls per year. They wanted a new partner to take over operation of its central service desk and handle incidents and requests reported by Belgian government agencies and citizens, without disruption or a decline in service levels. Fedict sought a service provider that could deliver support for multilingual services, extended hours, 24x7 call management, and flexible capacity, while also adhering to strict performance level service agreements.

The CTG Solution

CTG has successfully assumed operation of service desks through a proven approach for transitioning service desk functions that limits the impact of the change while maintaining or enhancing the quality of service delivery. CTG’s solution for Fedict was based on our Delivery Center Service Desk model, combined with onsite resources. Dedicated resources in our remote delivery center enabled CTG to combine a client-tailored approach with the required flexibility and 24x7 support. Our initial objective was to limit end-user impact and provide the level of support required. With that accomplished, our focus turned to increasing the quality of services in collaboration with Fedict.

Results

CTG performed a smooth transition of service desk operations, providing excellent service and minimizing end-user impact, while also implementing multiple improvements to obtain a first-line resolution of 90% and reduce average call time from more than five minutes to four minutes. During the last weeks of the Tax on Web (June-July) program, the period of the year with the highest call volume, CTG successfully handled up to 1,000 calls per day.

IN THEIR WORDS

“Customer focus is a core organizational value within Fedict. Handling all customer calls professionally is key. We are very pleased with the structured and timely project approach from CTG and the consistent quality delivered in all aspects of the call handling process.”
– Bob Artois, Service Desk Manager, Fedict

