

Flexible help desk solution to improve response rates



Balfour Beatty Workplace and Cofely have recently merged businesses to enhance their joint offering in the energy, technical, business processes and facilities management areas. Cofely GDF employs over 80,000 people and has an impressive turnover of 14 billion Euros and now offers a unique combination of service expertise.

When Balfour Beatty Workplace wanted to optimise its performance across multiple customer projects, it established a major National Operations Centre (NOC) to serve as a centralized contact hub for a number of its key clients. Critical to the success of the migration to centralized operations has been the contact center technology needed to mesh together the helpdesk and planning functions as well as handling calls and emails. To this end, the company was keen to identify a solution that could offer a dedicated customer handling and CRM system tailored to its needs, rather than an off-the-shelf package that would require expensive implementation and customization. When Lee arrived he focused on simplifying workflow processes within the National Operations Center, upskilling the agent role, and giving agents end-to-end accountability. The team then worked with IFS on the deployment of a highly flexible helpdesk solution that leverages the company's iDesktop intelligent desktop solution.

"Working with a single agent desktop has helped to improve all aspects of our operational performance. We've seen a step change in performance improvement—not only encouraging effortless conversations with our customers but also ensuring that we can keep on increasing our service agility. Applying the functionality of the IFS desktop to our streamlined processes is making a real difference—we're becoming much more efficient at allocating jobs, we're completing those tasks quicker, and our front-end staff are much more knowledgeable. We're also starting to see some real KPI improvements."

Lee Dobbins, General Manager, Balfour Beatty Workplace NOC

About Engie

ENGIE (known as GDF Suez prior to April 2015) is a French multinational electric utility company, headquartered in La Défense, Courbevoie, which operates in the fields of electricity generation and distribution, natural gas, nuclear and renewable energy.

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“We initially had a contact center operation in place, but we weren’t making it easy enough for our agents to track processes and really deliver for customers. It was clear that we needed to do more to empower our customer service staff,” continued Lee. “We had deployed an integrated contact center technology infrastructure with the aim of bringing key customer service functions such as call handling, email handling, helpdesk operation and planning together, however both employees and the NOC management weren’t really using it effectively.”

The IFS approach is particularly well placed to handle the specific requirements of multi-tenant contact center operations, enabling TFM operators such as Balfour Beatty Workplace to manage bookings and plan jobs across multiple accounts. Working with a unified desktop solution, operations center agents can manage all contracts and their varying SLAs from a single desktop, with a customized desktop view that guides the service desk through client-specific procedures, and also reports on individual client SLAs.

The resulting system is designed to make best use of Balfour Beatty Workplace agents’ time and skills, automating workflow and simplifying the contact handling by drawing on client information from the asset database tool. When a client calls the operations center, the agent screen is populated with relevant case history, a customized script, any SLA details, business procedures and status of all jobs associated with that contract. The agent does not need to access different applications during the course of the call and can quickly transfer the job through to planners for service scheduling.

In addition to integrating contact center, agent desktop and analytics for Balfour Beatty Workplace, IFS is also working on a project to streamline NOC processes even further with the addition of smartphone and tablet-based mobile customer service apps to enable clients to book their own appointments and monitor service status.

“Now that we’ve built an integrated customer service infrastructure based around our intelligent desktop, it makes sense to extend that functionality further and provide our clients with real benefits in terms of speed and ease of use. Our goal is for customers to be able to submit jobs and check their status with just four key presses from login,” concluded Lee Dobbins.

"Implementing a highly flexible intelligent desktop has helped develop Balfour Beatty Workplace’s pool of agents into a network of client experts, transforming service levels and ensuring that the company can support our clients with end-to-end accountability across both contact and field service operations."

Lee Dobbins, General Manager, Balfour Beatty Workplace NOC

Benefits seen using IFS

- 18% improvement in response rates in first 6 months
- 25% reduction in rectification payments
- 28% improvement in planned maintenance performance SLAs
- £515k cost savings in just nine months through efficiency savings and penalty reductions—already helping to deliver a clear ROI on investment

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

