Company:
OKI Data Australia

Profile:
OKI is a global business-to-business brand dedicated to creating cost effective, professional in-house printing solutions.

Headquarters:
Sydney, Australia

Website:
www.oki.com.au

Solutions:
- Ivanti Service Manager
- Implementation and service desk by ISS Solutions

Key Benefits:
- Implemented Ivanti Service Manager, improving incident tracking, process consistency, problem visibility, reporting and service analytics
- Integrated smoothly with OKI Data Australia's team and processes
- Improved customer loyalty and engineer support at reduced cost
- Achieved a first call resolution rate consistently above 90%.
- Cut in half average speed to answer and abandon rate on calls

OKI Data Australia improves support with ISS Solutions and Ivanti Service Manager

OKI Data is a global printing solution business operating in 120 countries worldwide. Their portfolio of award winning products, solutions and total managed print services assists organizations of all sizes and budgets. OKI Data leads the way in innovation and has built a reputation for unparalleled customer support. A few years ago, the printing giant's Australian business affiliate, OKI Data Australia, wanted to enable innovation in its service desk operation. It was vital to partner with an organization with the reputation of providing excellent customer service at reduced costs.

Ivanti Service Manager Improved Incident Tracking and Reporting

When OKI Data Australia's management team contracted ISS Solutions to handle level-one through level-three service desk requests, they were impressed by the benefits of the ITSM tools that ISS Solutions introduced to their organization. The Ivanti Service Manager system is an enterprise-scale service management platform providing ITIL certified processes, dashboard monitoring, and live reporting. ISS Solutions and OKI Data Australia's teams collaborated to leverage the platform's ability to easily customize the support processes, including the content and frequency of key reports.

Furthermore, the system has been configured to precisely meet OKI Data Australia's needs. "ISS Solutions also customized a report for us where we can actually extract information on each printer model's performance and see what the reasons are for calls from the customers and the issues that certain models may have," explained Loren Radovancevic, OKI Data Australia's Customer Service Manager for Australia and New Zealand. That information can be analyzed and sent to OKI headquarters in Japan for further study. In this way, Ivanti Service Manager helps OKI Data Australia improve customer service — and OKI Data Australia helps OKI Data improve the quality of its products globally.

Analytics Support Continuous Improvement

When OKI Data Australia was deciding to transition from in-house to an outsourced service desk, an important concern was upholding the reputation of the OKI brand. The specific culture and needs of its clientele in Australia were forefront in the decision-makers' minds. That's why ISS Solutions was the obvious choice. ISS Solutions' team members, who already possessed detailed technical knowledge of OKI Data's products, adapted to Australian customer needs quickly. "The transition from in-house to ISS Solutions' service desk was

seamless and perfectly smooth," said Mr. Radovancevic. "I'm proud to say that this relationship has gone to the next level where we don't really say 'ISS Solutions'; we say 'our team'."

ISS Solutions and OKI Data Australia are both committed to continuous improvement in customer satisfaction and services provided. The service analytics available from the Ivanti Service Manager allow the team to better manage service delivery. The team continues to meet on a regular basis to discuss customer feedback, to collaborate on strategies to enhance customer service, and to ensure that OKI Data Australia's clients receive nothing short of the best.

Improved Customer Loyalty and Engineer Support at Reduced Cost

Another big concern for OKI Data Australia was managing the overwhelming number of direct calls they received daily from a vast array of customers and dealers. These support calls were handled by engineers who had other higher-value projects to work on. The new approach introduced by ISS Solutions allows our engineering resources to shift their focus to genuine engineering tasks. The new support processes are more cost-effective, and OKI Data Australia is more focused than ever on providing top-notch support to their dealer service network and to their own field support engineers.

"The field engineers are the ones who actually need support the most. If they're on the job and they get stuck, they need an answer immediately," explained Mr. Radovancevic. Having ISS Solutions' knowledgeable team members on hand means less trouble for engineers — and more happy clients. "Our customers don't have to wait in long queues, but instead receive immediate assistance now provided by ISS Solutions, so really everyone is a winner." With ISS Solutions' support, OKI Data Australia's average speed to answer and abandon rate on calls were both cut in half while overall costs were reduced.

Excellent Service Supports the OKI Brand

OKI Data Australia needed its first-level service desk team to be sensitive, customer-centered, knowledgeable, and effective. "Cost was always important to us," reflected Mr. Radovancevic, "but at the same time, we wanted to make sure our customers continued to receive the best service without compromising our OKI brand." OKI Data Australia achieved that through its collaboration with ISS Solutions and the Ivanti Service Manager platform.

About ISS Solutions

ISS Solutions delivers enterprise service management solutions for clients nationwide. With decades of providing IT services and service desk solutions — we don't just sell the products — we use them ourselves. For more information, visit ISSsolutions.com.
Service you can count on. Experience you can depend on. Expertise you can trust.

About Ivanti

Ivanti unifies IT and Security Operations to better manage and secure the digital workplace. From PCs to mobile devices, VDI and the data center, we discover IT assets on-premises and in the cloud, improve IT service delivery, and reduce risk with insights and automation. We also help you leverage modern technology in the warehouse and across the supply chain to improve delivery without modifying backend systems. Ivanti is headquartered in Salt Lake City, Utah, and has offices all over the world. For more information, visit www.ivanti.com and follow us at @GoIvanti

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- Loren Radovancevic

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