USECASE

MIGRATING HELP DESK TO MOBILE OPERATIONS CENTER WITH ELEMEZ™

Operations Center Use Case

Most enterprise and managed service providers' help desks operate today as they have for the last 10-15 years, by reacting to end-user problems as calls and trouble tickets come in. While this model has been successful, it is showing its age and inability to truly deliver mission-critical mobility as pointed out in the business challenges sidebar.

Mobility today requires the same level of uptime and reliability as telephone switches and data center equipment required for the enterprise to function.

For decades, enterprises and the service providers who support them have operated 7x24x365 Operation Centers to constantly monitor for any telecoms / data center issues and immediately work issues to resolution. Why? Because outages in these areas are costly and can stop critical workflows across an enterprise.

Mobility requires the same level of visibility and action today. Using Elemez, help desks can migrate to an Operations-Center model capable of proactively receiving alerts, spotting problems, isolating issues and fixing them before workers and workflows are severely impacted.

With Elemez, workers in the operations center have instant feedback on the health of all devices via dashboards which quickly convey status. Should a device have a problem, a visual or message alert is received, and the operations center staff can proactively dig deeper into the device using Elemez data to troubleshoot and isolate the problem. Often a fix can be made without end-user involvement. But when end-users are needed, the time taken with the end-user to fix the issue is dramatically less than the normal time taken in traditional help desk models where an end-user sees a problem, calls in for help, Q&A troubleshooting ensues, and ultimately a resolution is found.

Further, by proactively spotting problems, support personnel can quickly ascertain the scope of the problem, and if multiple devices are affected, proactively make changes to prevent outages for all of these users as well.

By shifting the operating model of the help desk from reacting to inbound calls from end-users after those end-users are affected by problems, to proactively noticing issues and acting to minimize downtime for a single user or widespread problem for many workers,

Business Challenges:

The challenges of operating the help desk are numerous:

- **Help desk and support personnel struggle to respond** to the volume of inbound calls and trouble tickets.
- **Crises are often only recognized after a minimum volume of calls or tickets have been reached**, meaning multiple workers and business workflows have been impacted by the problem.
- **The complexity to troubleshoot problems is increasing exponentially** due to the mix of multiple device types and vendors, a plethora of apps, and constant changes and updates to apps, operating systems and devices.
- **Support Costs are rising as is the price of mobility failures to the business.**
- **Mobility has historically not been managed to the same standards as data and telephone communication networks**, with those in charge of mobility using reactive support models to fix what's broken instead of working to prevent widespread outages.

the underlying cost savings to the company can be huge.

As pointed out in our True Cost of Ownership™, lost worker productivity is a significant part of the ownership costs per year. With Elemez allowing a major shift in how mobility is managed, we can dramatically lower this cost and positively impact the business.

Summary

It's time to migrate the enterprise or managed service help desk function away from traditional support models of reacting to problems and to proactive operating models that proactively spot trouble, prevent outages and even predict outages in the future. Doing so will increase uptime and availability critical to mobility today in the enterprise.

Enterprises devote resources to 7x24x365 monitoring and problem resolution to corporate data centers, telephone and data networks. Yet mobility has historically not been managed the same way, using reactive support models to fix what's broken instead of working to prevent widespread outages.

To ensure your help desk can evolve to meet the challenges of supporting enterprise mobility as an operations center, Elemez' product family offers a full suite of offerings, including APIs to integrate Elemez' real-time data with all other data and systems required for successful help desk operations.

Get in Touch

Contact us today to dramatically change how you manage mobility.

UK +44 (0) 1235 432 750
US +1 470 237 0360
sales@b2msolutions.com

Elemez Solutions:

Elemez meets the challenges above by shifting the operations model to being more proactive:

- ✔ Focus on alerts and problems made evident by Elemez instead of dealing with the volume of end-users calling with problems.
- ✔ Manage all devices regardless of manufacturer from a single screen and system instead of monitoring multiple vendor-specific solutions.
- ✔ Speed up time for resolution by eliminating much of the guess work and Q&A necessary to get a full report on device health and quickly find the root cause.
- ✔ Lower the volume of calls by leveraging Elemez to spot problems which are quickly turning into a crisis well before the volume of calls indicates the same. Elemez allows for proactive problem identification and resolution.
- ✔ Fix problems before users even know they exist to keep workers and their mobile device functioning and productive.
- ✔ Develop 7x24 operational metrics which measure uptime around "Five Nines" and other metrics traditionally reserved for mission-critical technology operations centers.
- ✔ Deliver Mission-Critical Mobility by focusing uptime and availability of mobile resources.
- ✔ Integrate with other operations functions around MDM administration, change management and even application development to provide the operational insights and expertise critical to successfully delivering and maintaining mobility.

Economic Benefits:

B2M can lower the True Cost of Ownership™ of Mobility by:

- **Improving worker productivity** by eliminating worker downtime and thus lost productivity costs as wages are paid for no output.
- **Eliminating downtime which negatively affects critical business workflows** by providing better tools to proactively spot problems and create solutions,
- **Lower cost of support**, with potentially fewer inbound call agents required.

THE CORE BUSINESS CENTRE
MILTON HILL, ABINGDON
OXFORDSHIRE
OX13 6AB, UK

B2M™ SOLUTIONS
ANALYTICS. INSIGHT. RESULTS.

5555 GLENRIDGE CONNECTOR
SUITE 200
ATLANTA
GA 30342, USA

WWW.B2MSOLUTIONS.COM