



CASE STUDY

How Spherica Enhanced a Major
Transport Company's Service Desk
Experience.

**TRANSFORMING IT SUPPORT WITH AUTOMATION AND
INNOVATION**

OVERVIEW

One year ago, Spherica were selected as the service desk provider for a major UK transport company.

Throughout this period, the company has been thrilled by the support and ongoing dedication to transforming service desk offerings, driving down ticket volumes and empowering users through innovative self-service solutions.

CHALLENGES

The leading transport company faced challenges with their incumbent whose pricing structure operated on a cost-per-ticket service model. This approach led to escalating costs and limited the incentive to fix recurring issues and identify areas for automation

The previous provider also employed 16 dedicated agents, resulting in a service that was both impersonal and expensive.

Furthermore, the lack of detailed insights from ticket data made it difficult to identify recurring issues or uncover opportunities for process optimisation.

SOLUTION

Spherica transformed the service desk by deploying a dedicated team of six expert engineers, providing round-the-clock, personalised and cost-effective support.

This 24/7 service has ensured urgent queries are addressed promptly, which is further enhanced by automated triaging. This has significantly reduced ticket volumes, enabling even faster resolution of issues.

Automation and self-service tools tackled ticket trends by securely handling password resets and account unlocks with One-Time Passwords and Interactive Voice Response.

RESULTS



Automated triaging has significantly reduced ticket volumes.



24/7 expert support provides fast issue resolution.



The tracking of ticket trends drives continuous improvement and ensures future readiness.



Self-service tools have enhanced efficiency and user satisfaction.