

Case Study

Government of Alberta

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Simon Tse, Vendor Manager, Government of Alberta



The customer

Alberta is Canada’s fourth-most populous province and its capital, Edmonton, is the primary supply and service hub for Canada’s crude oil, oil sands and other resource industries. South of the capital is Calgary, Alberta’s largest city and former host to the Winter Olympics. The Province’s government employs over 30,000 people across a wide variety of departments and agencies, serving a population of over four million.

The challenge

The Alberta Government was dependent on a third party to provide service desk support for 25,000 users across numerous government departments. However, the Government felt that the service lacked innovation and that the provider had become complacent over the years. This led the organization to explore alternative vendors for critical service desk functions.

“The previous provider provided a lack of effort in making the service better or more innovative,” explains Simon Tse, Vendor Manager, Government of Alberta. “In order to meet the agreed SLAs, the company simply threw more people at the problem rather than working smarter. However, there was a severe labor shortage at the time and it was difficult to retain staff.”

The Alberta Government brought in a third party advisor to perform an independent benchmark of the service desk and its requirements. This, in turn, was one of the reasons that led the Government to go to market for a new service desk partner. It established a working group to identify the ‘must haves’ for this new relationship, with three clear key criteria: user satisfaction, a smooth transition and cost.

The customer

Country: Canada
Industry: Public Sector
Employees: 30,000+
Website: www.alberta.ca



The challenge

The Alberta Government wanted to find a new provider that would introduce new features and reinvent the service desk process.

The solution

After a comprehensive benchmarking procedure, the organization identified the key criteria and went to market. Fujitsu’s combination of experience, capability and cost-effectiveness made it the ideal partner.

The benefit

- First call resolution of 75 percent, an increase of seven percent, makes users more productive
- Client satisfaction has risen to 90 percent, reflecting user happiness
- The detailed transition plan enabled 30,000 users to be migrated over the course of four months without disrupting the business
- Fujitsu is also introducing innovation to the service desk and adding new channels such as online chat and social media

The solution

The most critical aspect of bringing in a new service desk provider was ensuring that the business was not adversely affected and that the transition was seamless. In order to make that happen, Fujitsu introduced a dedicated transition manager who mapped out the entire process.

"Fujitsu stepped up to the plate and delivered an experienced professional who clearly highlighted everyone's responsibilities and designed a roadmap for the migration," says Tse. Over the course of those four months, Fujitsu worked on a ministry by ministry basis to complete the transition. It now supports 30,000 individual employees with a view to extending the service desk to a further 4,000 in the coming months. In total, 60 Fujitsu employees working out of Montreal and Regina are dedicated to handling Alberta Government's IT support.

"It was the smoothest transition we had ever gone through – communication was tremendous and Fujitsu worked hard to resolve any roadblocks with the previous vendor," continues Tse. "One sign of its success was that end users didn't realize the service had changed because it was seamless."

The benefit

Fujitsu now handles around 13,500 requests per month, mostly relating to standard office applications, password requests and other typical incidents. However, it has also been working hard through the Fujitsu Lean methodology to increase the number of incidents that are resolved in the first instance and boost user satisfaction rates. Fujitsu has a unique implementation of Lean in the service environment that eliminates wasted effort and cost. Instead of simply working to IT objectives, Fujitsu staff give priority to the customer's business objectives.

Products and services

- Fujitsu Service Desk

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Fujitsu is also making a concerted effort to introduce innovation to the service desk and has already submitted a proposal to add new channels such as online chat and social media. It has also enhanced the Automatic Call Distributor (ACD) function for incoming calls.

"We had asked the incumbent vendor for four years to add ACD so that callers would have some idea of how long the queue is but it never materialized," remarks Tse. "With Fujitsu, it was in place within a month. That helps reduce user frustration and makes us work more effectively."

It is this commitment to enhancing the service that makes Fujitsu the ideal partner for the Alberta Government.

Fujitsu has also demonstrated great ability to work closely with the internal organizations associated with government contracts. "Fujitsu has been very patient when negotiating the red tape and has offered solutions where possible to potential obstacles," says Tse. "This has helped build trust in the context of a truly collaborative relationship."

Conclusion

With 30,000 users already transitioned to the Fujitsu service desk, the Alberta Government is looking at other departments and agencies that might also share the service.

"We'll add another two or three ministries by the end of the year, moving them from a catered specialized service to standardized shared services," concludes Tse. "That has obviously reduced cost implications without compromising the level of service delivered."

"Within the first year of the contract, we have built one of the strongest vendor relationships with Fujitsu. They are exactly what we expect from a vendor: flexible visionaries."

Simon Tse, Vendor Manager, Government of Alberta

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