

## Nationwide IT Support

Break-fix support for a UK-wide network of retail stores



### The challenge

A leading global retailer was looking for an experienced IT support company with a nationwide footprint to provide break-fix support for approximately 40 stores across the UK.

It was imperative that as well as fast and skilled engineering resources, the support company could provide a sophisticated reporting mechanism to give the client accurate status updates on all break-fix activities.

### The solution

Drawing on a nationwide footprint of highly-qualified engineers, Excel was able to develop a break-fix solution which covered the full portfolio of nearly 40 stores.

The service model was bespoke to the exacting requirements of the client, but based around a proven delivery model.

Service delivery would be underpinned by our customised Xact™ platform – acting as the engine that sits behind our flexible, can-do and experienced engineering teams.

### Implementation

Service calls and emails received by the helpdesk are recorded directly to Xact™, with the system then able to schedule works and materials, and notify the best-located engineering resources.

Xact™ provides 100% visibility and 24x7 progress updates to the client.

On completion of every job, our engineers are able to instantly update the support ticket via a mobile platform, automatically triggering customer feedback requests, invoicing or any other required actions.

Through Xact™, the client has access to live and historical performance statistics and trend analysis relating to every aspect of our service. We use these statistics to help the client carry out root cause analysis on service faults, thereby helping them improve service delivery and reduce support costs.

### Results

By building a bespoke solution based around a proven service delivery model, and underpinning it with our specialist MIS tool Xact™, we have been able to meet these exacting support requirements.

Of the average of 15 callouts per month, almost three-quarters are resolved by the next day. This has ensured that the infrastructure within their stores can continue to operate at a level that mirrors the renowned high excellence of their product range.

The success of this service support model also saw Excel invited to carry out a major refurbishment of the client's flagship Regents Street store.



### At a glance

- » Nearly 40 retail stores supported across the UK
- » Nationwide network of engineers supported by Xact™ MIS tools
- » 15 call outs per month
- » 73% call outs completed next day
- » Major refurbishment of London flagship store also completed

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