

CASE STUDY: CONTACT CENTER SERVICES THE FACE OF YOUR IT ORGANIZATION

CHALLENGE

The challenge of supporting a diverse user community that is geographically dispersed, multiple operational issues that impact the information flow, and the absence of a well-enforced knowledgebase; can find your company reacting to fire drills instead of proactively planning and maintaining control of your center. Maintaining a high functioning support center requires an in-depth understanding of the needs of your user community and the expert use of help desk technology to leverage your service offerings.

SOLUTION

The KPS team is founded on the principles of the Help Desk Institute, (HDI), Information Technology Infrastructure Library (ITIL) v3 best practices, and provides the most effective support to its customers nationwide, while making IT, facility, and telecommunications changes necessary for transitioning to an ITIL-based framework for service and support to the user community.

The KPS Team recognizes that it is the mission of our customers to manage all requests in a timely, professional manner, and provide the fastest, most reliable service possible. KPS has developed an extensive portfolio of successful operational processes. We have tailored the ITIL and HDI process framework to support our customer's standards and requirements and enable our staff to continue to seamlessly provide excellent service to end users and customers.

RESULT

By working towards these standards, we provide a team that continues to exceed performance requirements where all technicians are highly knowledgeable of the supported applications and systems and all staff understands the customer processes and traditions. A robust knowledgebase helps our technicians deliver first rate responses in a quick turnaround insuring the user gets back to work as soon as possible.

The KPS Team's customer-focused, performance-based culture creates an environment for excellence. We have implemented best practices based on the standards of several different industry leading organizations. Our IT support services are based on the Help Desk Institute (HDI) and ITIL best practices.

ABOVE & BEYOND

The KPS Team maintains a fully populated, searchable, and current Knowledge Base for all USCG, Operations Systems Center Application Support technicians to use. The primary goal of the Knowledge Base is to support highly effective and consistent service delivery with maximized first contact resolution regardless of which technician receives the request.

The KPS Team has supported numerous DHS Agencies including USCG, Immigration and Customs Enforcement (ICE), Customs and Border Protection (CBP), and US Secret Service (USSS) in providing application support through all phases of the DHS Systems Engineering Life Cycle (SELC).

Furthermore, computer-based testing was developed to ensure that all technicians have a thorough and deep understanding of each application and to provide a mechanism to ensure consistent knowledge among team members and support to the end users.

ABOUT KNIGHT POINT

Knight Point Systems, LLC (KPS) was founded in 2005 to address the IT and infrastructure challenges facing Federal government agencies. Since that time, KPS has established itself as one of the fastest growing providers of technology and consulting services across Federal government, State and Local government, and commercial enterprises. Our staff maintain expertise spanning a wide spectrum of IT management, technology, and service solutions. We are repeatedly recognized as a "Best Place to Work" for maintaining an exceptional work environment for our employees. KPS is appraised at Capability Maturity Model Integration (CMMI) Level 2 and holds ISO 20000-1:2011 and ISO 27001:2005 certifications. Through KPS' Horizon, our customers are able to consume technology and services traditionally, cloud-enable their data centers on premises through our 'as a Service' offerings, or transition services off premises to KPS' cloud environment.

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