



Creating a Hybrid Helpdesk for a Leading Energy Company

The Challenge

In 2020 KellyConnect® was approached by a leading energy company to help transform their outsourced helpdesk into a more effective and personal solution. The desk was targeted to reside at their location. The KellyConnect team helped this client to reimagine their helpdesk facility and rollout a virtual solution that allowed KellyConnect employees to work from home.

The Solution

RECRUITING: KellyConnect recruited qualified helpdesk agents in the area that had the ability to work both from the office and from home.

TRAINING & DEVELOPMENT: The KellyConnect team converted training materials to a distance learning curriculum at the onset of the COVID pandemic.

FLEXIBILITY: The helpdesk team today works from their homes and from the office as needed, offering the ability for the client to limit the number of people at the facility during COVID with the flexibility of remote agents. All KellyConnect collaboration tools work seamlessly to allow maximum interaction with their team, the greater IT organization, and the client's employees.

The Value

By quickly finding an alternative solution and implementing it seamlessly, KellyConnect was able to ensure no disruption of service to the client's customers.

The helpdesk was implemented virtually with the flexibility for working onsite as well. It's overachieved in every key performance indicator since deployment, demonstrating how it's outperformed previous solutions and delivered on its value.