

How Managed Services Provider Future IT Services Increased Customer Satisfaction and Achieved More Offshore with Dijital Team

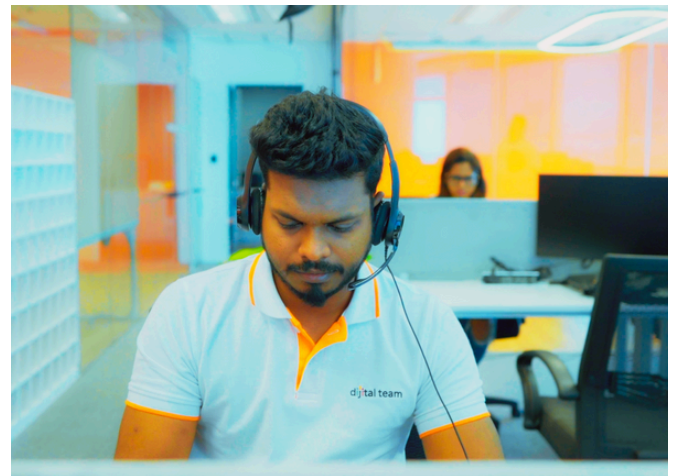
The Challenge

Future IT Services faced an overwhelming influx of support requests that strained their existing technical team. The high volume of tickets left technicians buried in administrative tasks, reducing the time available to work on complex technical issues. As a growing MSP, they needed a scalable solution that could manage routine inquiries while ensuring a smooth workflow for their technical staff. Additionally, language and communication quality were critical, as clients in North Queensland expected clear and fluent interactions. Recruiting locally was time-consuming and costly, often taking up to three months to find the right candidate.

“The service from Dijital Team has been exceptional. Our new resources are fully integrated into our team, and our first-call resolution rate has jumped by nearly 15%. The process was seamless, from recruitment to training, and we’re now able to handle more business while keeping our clients happy. It’s been a game-changer.”

Gavin Dawson

Service Delivery Manager, Future IT Services



How Dijital Team Assisted

Dijital Team partnered with Future IT Services to solve their growing service delivery challenges. To alleviate the pressure on their technical team, Dijital Team provided two skilled service desk resources based in Sri Lanka. These resources were trained to handle first-level support, triage incoming tickets, resolve issues on the first call when possible, and escalate more complex cases to the technical team. This strategic solution streamlined ticket management, allowing Future IT’s technicians to focus on critical tasks and improve overall service quality. Dijital Team’s recruitment and onboarding process ensured that the new team members were fully integrated, familiar with Future IT’s tools and processes, and capable of delivering value from day one.

Case Study: Future IT Services and Dijital Team

Customer Goals

Future IT Services aimed to achieve several key objectives:

- Reduce the administrative burden on the technical team to improve productivity
- Increase first-call resolution rates to enhance client satisfaction
- Ensure high-quality communication with clients, matching local language expectations
- Improve service efficiency and response times
- Facilitate business growth without compromising service standards



About Future IT

Future IT Services, based in Far North Queensland, is a leading Managed Service Provider (MSP) undergoing a period of rapid growth. As one of the primary IT service providers in the region, they serve a diverse set of businesses, offering IT support and solutions. With a strong focus on service delivery and technical expertise, Future IT Services has built a reputation for reliability and innovation. The company's commitment to high standards ensures they provide efficient and high-quality service to all clients, distinguishing them from traditional help desks.

The Result

The implementation of Dijital Team's offshore solution has been a resounding success for Future IT Services. The first-call resolution rate increased from 70% to nearly 87%, significantly improving service efficiency. The technical team, relieved of routine administrative work, can now dedicate more time to complex issues, resulting in faster response times and better adherence to service-level agreements. The client has expressed higher satisfaction, and the company's data-driven approach confirms the positive impact. Furthermore, the solution has provided the capacity to add up to 250 additional seats without overburdening the existing team. Within six months, Future IT Services expanded by 150 seats, capitalising on new business opportunities while maintaining high service standards.

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Case Study: Future IT Services and Dijital Team

Deliverables

Dijital Team provided Future IT Services with:

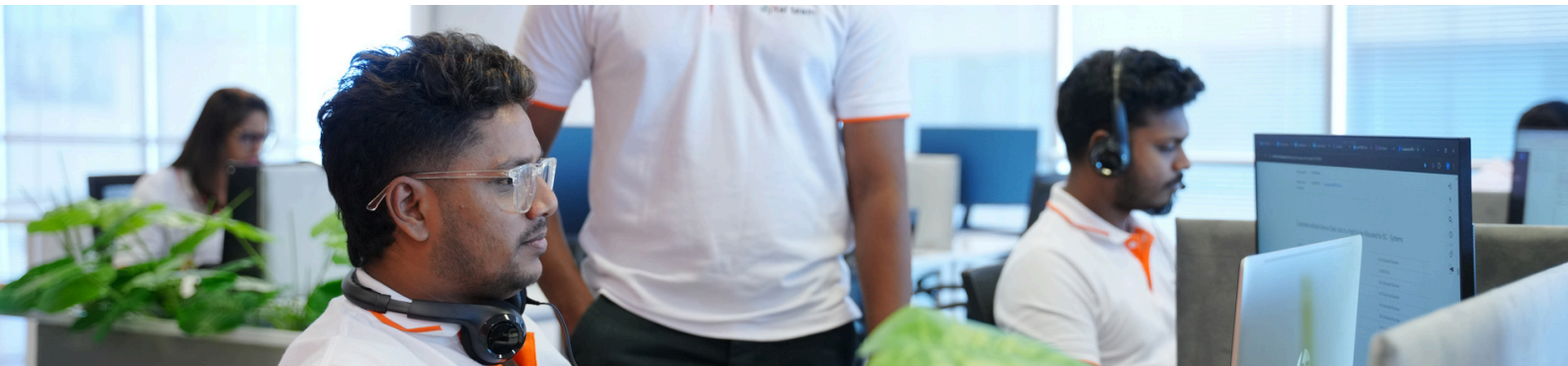
Two skilled service desk resources trained in ITIL standards

A tailored recruitment and interview process involving Future IT's senior staff

Comprehensive four-week training on Future IT's tools and processes

Ongoing support and integration with the remote team

Cost-effective, high-quality service desk support, ensuring business continuity and growth



The Dijital Team Difference

Dijital Team took a holistic approach to address Future IT Services' needs. Starting with an in-depth analysis, they designed a recruitment and onboarding plan that prioritised technical skills, cultural fit, and language proficiency. Candidates were carefully vetted, and Future IT's senior technicians were involved in the interview process to ensure alignment with the company's requirements. The selected service desk team underwent four weeks of comprehensive training on Future IT's tools, processes, and customer service standards. This training period set them up for success, ensuring they were well-equipped to handle calls, manage tickets, and provide solutions effectively. The team operates during Australian business hours, seamlessly integrating with Future IT's remote workforce and participating in regular service meetings to stay engaged and aligned.

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