

O365 Client Case Study

A Covenant
Technology Partners
Case Study

What was their business problem?

Our Healthcare Client has a very complex O365 environment with over 30,000 users. Providing Tier 2 and Tier 3 support to address and resolve identified and reported issues was problematic with delayed resolution of user issues as well as overall low user satisfaction with the resolution process. The delayed user resolution caused operational issues resulting in reduced efficiencies and effectiveness of our client's operations. Because of the elongated and inefficient resolution process, combined with overall low user satisfaction, faith in their IT department to resolve the issues in a timely manner was eroding.

What was our solution to solve the problem?

Covenant aided the client to resolve these issues by providing an experienced and skilled team to address issues requiring Tier 2 and Tier 3 O365 support. Our team worked closely with the client and the existing Tier 1 support team to:

- Identify ways to improve processes and make things more efficient
- Timely address and resolve identified and reported issues
- Improve communication with users and the technical teams
- Document & Create Knowledge Bulletins (KB) articles to increase the knowledge base across the client's support organization
- Conduct daily standups to address and improve communication and operations
- Conduct monthly reviews to understand trends and review specific operational metrics

Covenant continuously provided recommendations and took actions to improve operational support, to eliminate or reduce repetitive issues, and to improve the efficiency and timely resolution of support issues.

What are the results/outcomes?

The solution is still active after a year and has been further enhanced to accommodate other health guidelines that our client wanted to enforce.

Dedication. Innovation. Results.