Rescue

SUCCESS STORY:
WIPRO LIMITED

Challenge

Wipro Limited is a leading global information technology, consulting and business process services company, recognized globally for its comprehensive range of IT services. With a strong base in cognitive computing, hyper-automation, cloud, analytics and more, Wipro provides organizations with the opportunity to adapt to a complete digital ecosystem. This has made them a successful entity in the industry, enabling them to constantly build better and bolder solutions for the future.

Wipro was trying to identify solutions that could help automate their global end user support service desk in order to improve their current employee experience. They required enhanced ticket automation, and agent productivity dashboards to seamlessly integrate with their current IT ecosystem and make it available to their agents in one unified console.

Solution

LogMeIn Rescue and Rescue Lens were introduced to enable Wipro to uphold the strength and consistency of their service desk communication. The integration of these tools automated most service desk tasks, such as end-user support and management of IT tickets — thus enabling a better experience for both users and service desk agents.

wipro
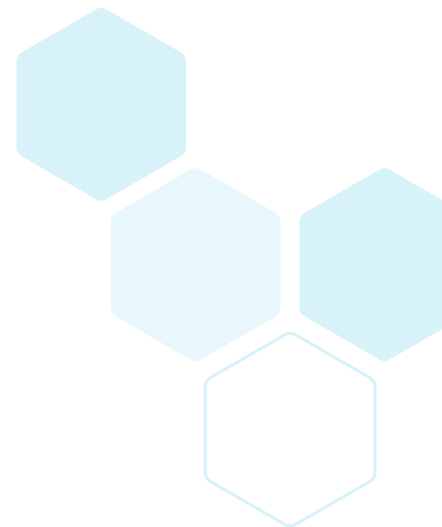
Industry
Information technology, consulting and business process services

Headquarters
Bangalore, India

Number of Employees
250,000+

Results

Rescue gave the Wipro CIO organization an integrated and reliable medium for end user interactions and improvement in service desk agent productivity. There has been a significant increase in self-service, with the help of the purpose-built remote support tool.

- Service desk agents now invite experts internally and/or externally to collaborate on a support session and resolve issues, thus significantly increasing the First Call Resolution (FCR). This Reduced Ticket Resolution Time by 2-3 Hours.

- Rescue Lens has helped in achieving a significant 25% reduction in on-desk visits, with the help of integrated solutions for hardware and peripheral breakdowns.

- Integrations with Eco System Applications like ServiceNow, Automated Session Details Logging, in to the tickets, thus saving 30-45 minutes per day of each technician. Detailed reporting of remote sessions also helped increase productivity, further, among service desk agents.

> "Rescue is compatible with our IT landscape and seamlessly integrates with our ecosystem applications, which helps in automation of our helpdesk operations. Reporting and dashboards helped analyze, summarize, and enhance the daily agent productivity."

SARAVANA KUMAR NAGARAJAN
Head - Endpoint Engineering & Server Management at Wipro

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