

UNISYS

Breakthrough: Maximizing Help Desk Services to Achieve Global Growth

Case Study



Challenge

Provide flexible and cost-effective IT support for Marriott International employees around the world, enabling them to better serve guests and support business growth.

Solution

Working in partnership, Unisys enhances Marriott's capabilities by providing 24/7 help desk services, resulting in better agility for employees and significant cost savings for the company's global presence.

Driving Business Value: Strategic Outsourcing Delivers Tangible Results

A long-term, strategic partnership with Unisys has enabled the company to increase productivity and reduce transactional costs by 30 percent, without any customer disruption.

Key Results & Metrics

- Provisioned system access, throughout the enterprise, in one day, compared to three to four days
- Reduced by 30 percent the provisioning volume managed by the IT organization
- Lowered overall help desk transactional costs by 30 percent, without customer disruption
- Exceeded Marriott's expectations to deliver high-quality customer satisfaction

Business Challenge: Focusing on the Hospitality Business, Not IT

Surviving a slow economy, delivering quality service, provisioning for seasonal spikes and demands, and providing IT support for employees who serve guests are just some of the pressures that the hospitality industry faces today.

Marriott International, a leading lodging company with more than 3,600 lodging properties in 71 countries and territories has overcome these challenges with tremendous results. Its 1,300-person IT organization supports software applications and a global IT infrastructure for employees around the world. By providing mission-critical IT solutions and support to more than 200,000 users globally, Marriott empowers its valued employees to best serve guests in a flexible and cost effective way.

While Marriott uses technology to achieve its goals and drive business results, it recognized which technology issues were not core to realizing its strategic vision, of lodging growth, building brands, leading customer loyalty, and operational excellence. With that in mind, it sought a partner who could meet its standards and execute its routine IT support tasks quickly and cost-effectively.

Finding Ways to Contain Help Desk Service Costs

In 2004, after a thorough request for proposal (RFP) and vendor evaluation process, Marriott selected Unisys to provide Level 1 and Level 2 help desk services for 24/7 support. The company selected Unisys for first-level technical support because of Unisys' flexible solution, partnership approach, "can-do" attitude to getting things done, and robust, multi-site service delivery capability.

Unisys split the call volume between Salt Lake City and Bangalore Managed Services Centers, to better serve the hospitality company's service desk requirements. As a result, Unisys technical support transitioned a significant percentage of break-fix tasks from Marriott's IT organization.

However the company still faced additional challenges and began exploring ways to contain its service desk costs as the recession took hold and affected its business. To Unisys, the answer was clear: by migrating the hospitality company's remaining call volume to the Bangalore call center, it could significantly reduce company costs.

Marriott agreed and, within months, saw a 30 percent reduction in transactional costs – with minimal drop in customer satisfaction, which quickly recovered. Unisys successfully transitioned all call volume offshore without reducing any headcount in its U S-based call center. Instead, it repurposed those employees on other projects and activities.

Expanding the Partnership Creates Closed-Loop Service

With employees regularly using the Unisys service desk, Marriott decided to expand the scope of its relationship with Unisys in 2010, and extend the contract by an additional five years, which included Spanish language support. "Because Unisys was reliably handling access requests and troubleshooting issues, we knew it was qualified to fulfill requests for provisioning and updating of Active Directory e-mail accounts," says Allen Sample, SVP of client services, information resources, Marriott International.

Today, Unisys manages about 18,000 transactions per month, and resolves more than 50 percent of them at the Level 1 service desk. Because the provisioning occurs offshore, Unisys is able to handle these tasks overnight, when the service desk volume is low. As a result, it provisions system access, across the entire enterprise, in just one day, which is two to three days faster than the company was managing on its own. Equally important, the company has reduced 30 percent of the provisioning volume managed by its IT organization.



Profile: Marriott International

- Industry: Lodging Company
- Headquartered in Bethesda, Maryland
- Employees: Approximately 126,000
- More than 3,600 lodging properties in 71 countries and territories

Solution at a Glance

- Unisys Level 1 and Level 2 Service Desk
 - 24/7 support
 - English and Spanish Language support
- ITIL Methodology
 - Incident Management
 - Problem Management
 - Change Management

Achieving the Ultimate Goal: Driving More Business

Combined, all of these measures have fueled significant changes across the hospitality company. With Unisys solving about 50 percent of service desk calls through its Level 1 service desk, and absorbing 30 percent of provisioning volume, Marriott's IT organization is empowered to contribute to initiatives that drive the company's global expansion goals. "Because we were able to shift IT Level 1 and Level 2 support to the Unisys service desk, Marriott has repositioned its talent to focus on strategic service initiatives," explains Allen.

In partnering with Unisys, Marriott has realized an increase in both service levels and end-user satisfaction ratings. Plus, smooth transitioning to the Bangalore call center has helped reduce IT costs, without customer disruption, and provides flexibility to accommodate seasonal spikes in demand.

With a relentless focus on high performance, Marriott is working closely with Unisys to derive additional value from the relationship. A major focus for Unisys is helping its client implement ITIL best practices by migrating key services to a single service desk platform. Additional plans include implementing self-service and chat solutions to better serve Marriott's growing international presence, and supporting its migration to Windows 7 and Office 2010 by 2013. "Unisys shares our commitment to excellent service and has been instrumental in helping us achieve our goals," says Allen. "We look forward to a long and collaborative relationship."

For more information visit www.unisys.com

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