

Solutions Center simplifies customer access, improves staff efficiency

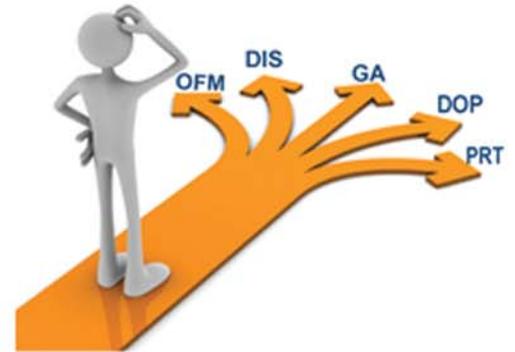


In October 2011, all or parts of five agencies were consolidated to form the Department of Enterprise Services. At that time, 13 separate help desks provided support to customers who used Enterprise Technology Solutions (ETS) applications and services.

A single point of access

Early on, it was determined that a central point for interacting with customers and tracking service requests would greatly improve the customer experience, and increase staff efficiency. It would be called the ETS Solutions Center.

All Solutions Center communications to customers have a consistent look and feel and are easily identified as being from Enterprise Services. This reinforces the agency brand and assures customers that they are receiving legitimate ETS communications.



5 agencies + 13 help desks
= Confused Customers

One tool = consistent response + improved data

Moving to a single access point for all ETS support services enabled the department to decommission several tracking tools. Using one tool means the Solutions Center can record, track and analyze all incidents and service requests. This helps the Center quickly identify issues, trends, and opportunities for improvement. It also provides customers an online option for monitoring progress of service requests.

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Quick resolution, happy customers

A goal of the central access point was to provide first point of contact resolution to our customers as often as possible. Solutions Center staff have daily huddles to share information about the types of calls coming in and to receive alerts concerning system changes that may result in customer contacts. When larger changes are planned, the Solutions Center is among the first to receive training.

Currently, the Solutions Center resolves 80 percent of incoming requests at the point of contact. This stops work from being escalated to higher tier groups and ensures that ETS resources are used effectively and efficiently. Higher tier work groups, i.e., developers, programmers, and applications specialists, can focus on improvements that have been requested by customers.