

Success Story:

## Oshkosh Corporation

### GDC Provides Multilingual 24x7x365 Service Desk Coverage for Fortune 500 Company



🕒 3 Min Read

Oshkosh (NYSE: OSK) makes innovative, mission-critical equipment to help everyday heroes advance communities around the world. Headquartered in Wisconsin, Oshkosh Corporation employs more than 14,000 team members worldwide. Oshkosh products can be found in over 150 countries under the brands of JLG, Pierce, Oshkosh Defense, McNeilus, IMT, Jerr-Dan, Frontline, Oshkosh Airport Products, London, and Pratt Miller.

#### The Business Need

As a leader in mission-critical equipment, Oshkosh sought viable vendors to outsource their Enterprise Service Desk to reduce overall employment costs, improve productivity, and reduce costs to the customer. Oshkosh required Remote Service Desk (Offsite Remote Helpdesk Support) Services to support their current operation across all Oshkosh Enterprise locations for hardware, software, and mobile technologies. Oshkosh needed a capable provider who would efficiently improve the quality of services by:

- Resolving Tier 1 and Tier 2 Incidents and Service Requests via Remote Service Desk.
- Tier 1 - first contact for all incidents, collects the maximum amount of information, classifies, diagnoses, and attempts to resolve the issue.
- Tier 2 - composed of staff with greater technical skills for more advanced troubleshooting. Level 2 also has elevated access rights to fulfill requests for advanced administration tasks.
- Providing a knowledgeable team, capable of efficiently supporting all workplace technologies.
- Implementing a simple and cost-effective pricing model incentivized to reduce cost over time and maximize employee uptime.
- Adopting industry best practices within both information technology and manufacturing industries for delivering an exceptional customer experience.
- Implementation of self-service, process automation, machine learning, and other technologies.

#### The Solution

GDC provided an outsourced service desk model to Oshkosh Corporation with the ability to scale resources based on customer volume. GDC's experts incorporated a collaborative DevOps approach to integrating IT Service Management throughout the enterprise using ITIL and Agile methodologies. Comprehensive Quality Assurance processes allowed for continuous improvement, informed training, documentation, access, and analytical feedback.

GDC's 24x7x365 multilingual service desk support includes event monitoring with nearly 100% response and resolution rates, proactive monitoring, and escalation procedures for over 16,000 users across the globe. GDC met or exceeded SLA 100% of the time.



GDC wasn't just another vendor for us, they became a strategic partner willing to dive in, get their hands dirty, and help us achieve world-class performance at the Service Desk. Their partnership was invaluable in improving our employee experience and allowing us to focus our resources where they're needed most.

#### Sebastian West

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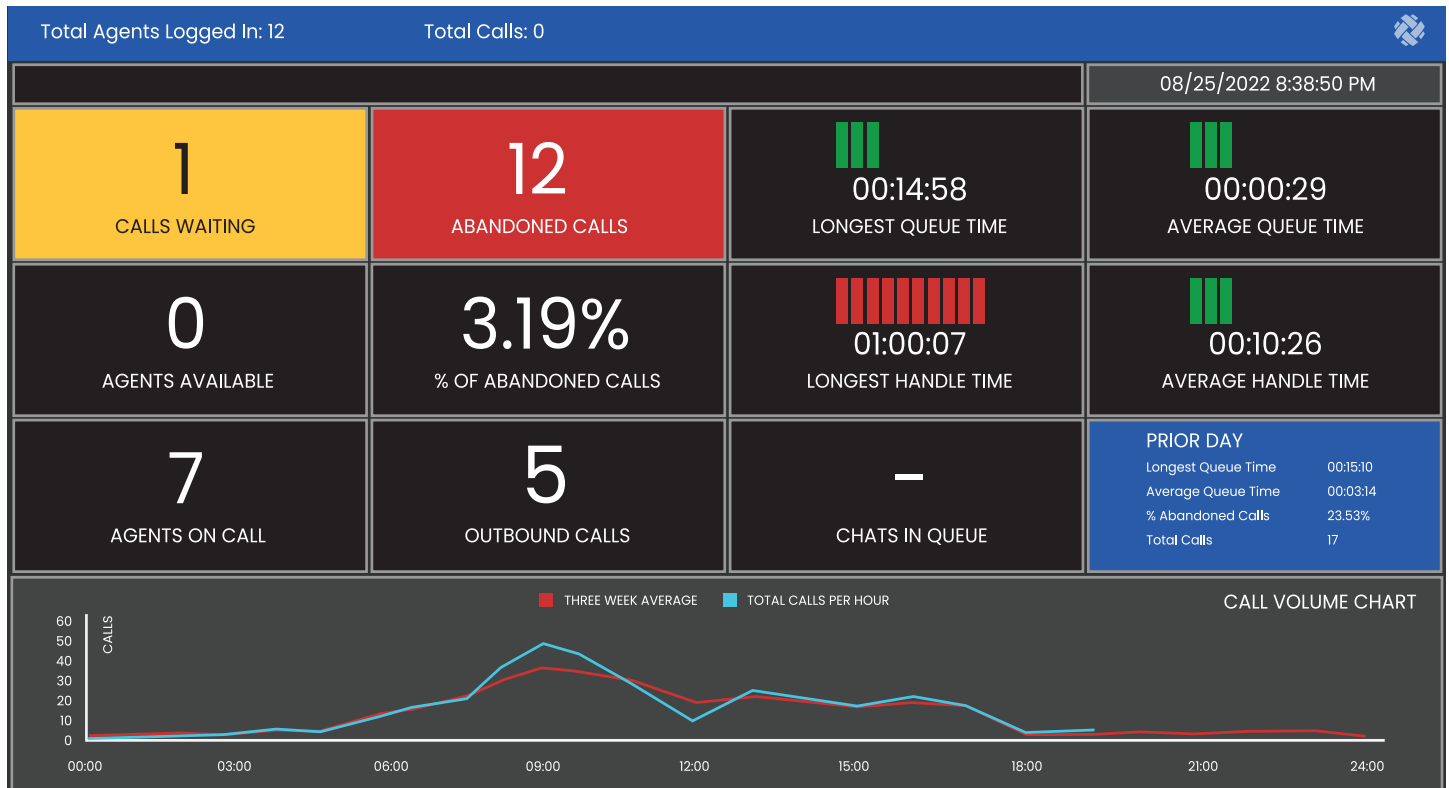
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### Real-Time KPI Service Desk Dashboard



### The Results

The Service Desk model implemented for Oshkosh gave access to a GDC-developed real-time KPI dashboard measuring key performance indicators. Every shift, in addition to Tier 1 and Tier 2 support, averaging 6,500 calls per month for Oshkosh, was handled through GDC, allowing them to focus on core business objectives while reducing technical support costs. This average was calculated based on data over a 13-month period.

Tools and services enabled GDC to reduce the number of recurring IT-related incidents for Oshkosh, maintain an exceptional, 90% resolution rate for calls, and provide a stable environment to maximize employee productivity and customer service. Effective, frequent communication made it possible to meet and exceed all established performance metrics and maintain high customer satisfaction.

A strategic partnership emphasized - and rewarded - ticket reduction through automation, self-service, knowledge management, and shift-left initiatives. An event monitoring team established by GDC reduced Oshkosh's monitoring costs and created synergies with identifying and reducing system wide events and outages. Incident volume was also reduced through process automation and shift-left opportunities presented by GDC. Oshkosh could adapt to the ever-changing business with GDC's unique scaled support solutions that kept the client's needs at the forefront.