

Case Study:

EssDOCS

“Always a super quick response and you always know what steps needed to be taken, when.”

EssDOCS is the leading provider and enabler of paperless trade solutions for the shipping industry. Their senior clients require an unbroken support service on a 24/7 basis.



Snapshot

- Technology
- 52,000 + customers worldwide
- White label Managed IT Support
- Out-of-hours, nights and 24/7 IT service desk
- Multilingual service desk
- Continuous training to ensure our service desk team have an in-depth understanding of EssDOCS' products and software
- Security and monitoring
- Infrastructure management and network support
- Strategic development and IT consultancy
- Transformed performance with ambitious SLAs and OLAs
- Restored the core IT teams reputation with reliable and responsive service

What did EssDOCS want to achieve?

Recent acquisitions and successful organic growth have challenged the bandwidth of their in house support and technical service desk. This high level of demand, coupled with an expanding product portfolio, created the requirement for a robust, fully manned 24x7 operation, with a flexible multilingual capability.

How do we help them to succeed?

We provided a broad, flexible, fully managed IT Service Desk.

A support request can arise from many areas, including:

- Application Support
- Familiarisation training
- Password resets
- CMDB requests
- General bug fixes

We recognised that these requests are generally time sensitive and often time critical, so geared up accordingly.

Our team undertake continuous training to guarantee the necessary level of in-depth understanding of EssDOCS products and software is maintained.

We work seamlessly as an extension to the EssDOCS in house software and support teams. Our night team provide a fully branded support service, with frictionless flow of information and communication between the day and night personnel.

By utilising the latest sharing toolsets, we are able to ensure incident and shift handovers do not compromise the resolution of client issues.

Are EssDOCS happy with the outcome?

"Always a super quick response and you always know what steps needed to be taken, when. I have told people on prior occasions what a world-class wider team I have the pleasure of working with and this is another great example. Thank you all very much." Deanna, EssDOCS

About Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

Over 20 years of experience in the delivery of IT Support and project services to recognised UK and global brands on a 24 x 7 x 365 basis.

Highly accredited to SDI4* (one of only two companies globally), ISO 27001 and ITIL standards.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your migration to Office 365, please contact us at hello@cloudbusiness.com, or talk to us on 0845 680 8538.

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