

Case Study

Peace of mind is only a phone call away with Babcock's Technical Support Centre Infrastructure

Client:
Defence Infrastructure Organisation (DIO)
Police Authority
Local government

Contract type:
Intelligent helpdesk

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In response to our clients' needs, Babcock established a technical support centre (TSC) offering maintenance and information communication technology (ICT) support. The provision of a single point of contact has made processes more efficient.

The helpdesk is available 24 hours a day, 365 days a year. Over 30 dedicated operatives work in shift patterns with support from Babcock experts – engineers, surveyors, ICT specialists and line managers – to ensure high standards are maintained.

In addition to fax, email and online queries, the TSC receives 10,000 calls each month, generating 500 work orders a day. The prioritisation of these orders is pre-agreed with customers to ensure that the most pressing issues are dealt with first.

The TSC assists in providing a reliable and timely service to our clients as trained members of the Babcock team are always available. This helps to maintain continuity of business operations

as emergencies are dealt with immediately. The helpdesk also provides security for lone workers with assistance only a phone call away.

To ensure that TSC continues to provide the best service possible to our clients, and to identify where improvements can be made, monthly audits and spot checks are undertaken.

The success of the TSC can be seen in its implementation on Babcock's DIO regional prime contracts in east and south-west England and Project SLAM (single living accommodation modernisation), as well as Bath and Bristol Total Facilities Management. We have also used the principles of the centre on contracts with the London Magistrates Courts, Crown Estates and the London Borough of Ealing.

Key facts

- Value for money.
- Streamlined process.
- Effective maintenance process to clients and their customers.
- Improved efficiency of customer service lines.
- Accreditation by Customer Contact Association assures a high quality of service.



Main image: Technical helpdesk on the Regional Prime Contract East.

Above: Helpdesk advisor on the Regional Prime Contract South West helpdesk.

Summary of core activities:

- Lone working support
- Operatives trained in crisis management
- Emergency calls
- Interfaces with other contracts
- Manned by personnel vetted under the MoD's security clearance system
- Available 24 hours a day, 365 days a year