



Relaunching the Help Desk at Discovery Networks Europe

Created in 1989 Discovery Networks Europe has grown to become Europe's foremost originator of factual entertainment programming. Discovery Network Europe (DNE) is a leading investor in original independent television production across the European market and are ranked as one of the world's top four brands across any consumer business.

Challenge

Improve the help desk to ensure they are aligned with business strategy and requirements

Discovery Networks Europe wanted to relaunch and improve their help desk.

They were considering a new high quality approach to developing and delivering consistent processes and procedures for service delivery using the industry 'best practice for service management' guidelines.

There was also a concern with low customer satisfaction because of the lack of integrated service management processes in the IT department.

Within DNE there was also a lack of processes and some key service management and customer agreed SLAs.

Solution

Use help from SDI to analyse help desk processes and recommend a plan of action

SDI were invited to Discovery Networks Europe to review and restructure the support operation, including implementing new systems and processes.

This involved reviewing current organisational structure, team roles and responsibilities, training existing staff and employing new team members.

One key recommendation which SDI also helped to implement was to work with the help desk team and their customers to produce current and agreed Service Level Agreements which included targets and KPIs.

Result

Relaunch and promote the new help desk at Discovery Networks Europe

Further recommendations for DNE included putting time into team building and collaboration. Newly clarifying job roles and descriptions would enable better time management within the team, which in turn would mean the help desk could provide a higher level of service to their customers.

Incident, Problem and Change Management were also key ITIL processes that needed to be implemented. SDI employed an optimum incident management process for all support levels, developed standard escalation and ownership procedures across DNE and ensured that all service activity was logged and performance measured.

To find out about how SDI can support your service desk just get in touch - we'd love to hear from you, or you can visit our website.

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