A global automotive retailer delivered phone and onsite support for thousands of retail stores, meeting every service requirement and resolving more than 97% of issues on the first call.

**The Bottom Line**

A global automotive retailer needed a technology service partner to provide help desk and onsite desktop support for thousands of stores throughout North and Central America. DecisionOne services met every SLA service requirement, resolved more than 97% of issues on the first call, provided visible metrics for service performance, and did it all while the retail engine kept running.

**Challenge**

A global automotive retailer needed a technology service partner to provide help desk and onsite desktop support for its retail stores. The company knew that broad capabilities and quality service would be essential since computer downtime at a retail store can mean lost sales and lost customers.

But the company needed to quickly get support up to speed while the retail engine kept running at a grand scale: more than 10,000 repair centers and thousands of stores in the United States, Canada, Caribbean, Mexico and Latin America.

With hundreds of thousands of automotive parts to track and distribute every day, the company needed a robust IT partner that could provide high-speed solutions on the very first call, along with technicians ready to respond when needed throughout North and Central America.
Solution

DecisionOne provided two-tier support for the retailer, with first-tier phone support that was backed up with a second tier of technicians who could be dispatched to resolve issues onsite. The technicians employed asset management logistics to keep track of parts, repairs, and replacements.

The DecisionOne solution provided:

- **help desk support**, through the ServiceONE™ remote support capabilities that resolved retail store desktop issues over the phone whenever possible
- **onsite troubleshooting**, dispatching WorkplaceONE field service technicians to address problems onsite at stores when remote resolutions were not possible
- **asset repair and replacement logistics**, using AssetONE™ logistics services to provide advanced exchange, warranty, and post-warranty support, along with parts replacement and repairs, for the company’s retail store PCs, servers, workstations, and printers

Results

DecisionOne helped the parts retailer support its retail stores with quick and effective service that met all requirements and avoided retail interruptions.

With DecisionOne, the parts retailer achieved:

- **100% of SLA requirements**
- **above a 97% first call resolution rate**
- **uninterrupted operation** in its thousands of nationwide locations
- **service performance visibility** into metrics that included closure rates, abandonment rates, onsite response and shipping delivery time
"Our relationship with DecisionOne extends beyond service delivery. As a single-source provider, DecisionOne not only minimizes administration costs, but also enables us to focus on taking care of our customers, not on computer hardware."

—Client Vice President

About DecisionOne
DecisionOne is the largest independent provider of IT infrastructure services.

DecisionOne and our sister company Maintech are part of the Oak Lane Partners family of companies. Together, we offer a wide range of services that make us the go-to partner for hundreds of companies worldwide. Our clients range from small businesses to some of the largest global enterprises.

Founded in 1958, DecisionOne now provides a comprehensive portfolio of services with technicians and spare parts ready at deployment points around the world. DecisionOne has the largest W-2 workforce of any independent IT services provider, providing customized solutions for a diverse range of industries anywhere, anytime.

About the Global Auto Parts Retailer
This global auto parts retailer has more than 10,000 repair centers and thousands of retail stores across the United States. The company sells more than 500,000 different parts, tools, and accessories for automobiles, boats, farm equipment, and other heavy-duty applications.

Founded almost a century ago, the company also operates through subsidiaries in Canada, Mexico, and overseas.