

CASE STUDY

Far from your standard Service Desk offering



Client: EssDOCS
Sector: Technology and Travel/Transport
Product: Out of Hours and 24x7 Service Desk

The Client

essDOCS is the leading provider and enabler of paperless trade solutions, delivering industry-leading offerings that automate and accelerate trade operations & finance processes.

Solutions are provided through a web-based electronic document/data exchange. The flagship offering – CargoDocs – provides a holistic paperless trade solution enabling the creation and management of original electronic Bills of Lading and supporting documents, speeding up processes such as presentation to banks under trade finance instruments including eUCP Letters of Credit, Documentary Collections and Bank Payment Obligations.

EssDOCS solutions serve over 2,500 companies globally, ranging from 10% of the Fortune Global 500 to innovative SMEs, and span the energy, agriculture, chemicals and metals & minerals markets.

The company has invested significantly in process and performance enhancing technologies, to very good effect

The Business Challenge

To keep pace with an expanding client base and ongoing global expansion, essDOCS required a more robust out of house customer support/technical service desk.

Recent client acquisition and expanding product portfolio required a fully manned service desk, available overnight weekdays and 24x7 at weekends and bank holidays, as the existing in house team were unable to provide the required coverage.

Coupled with the profile of the customer base, a much broader services company was required than that with just a standard service desk offering, that's where UKN Group's expertise came in.

The Service

Service Desk

Due to the nature of the client base, seniority of the users, and the nature of the service requests, both a broad and flexible service was required from UKN Group.

As the service requests are time critical, an in-depth understanding of all the essDOCS products was required.

A typical support request could span anything from application support, to familiarisation training through to a standard password reset, through to CMDB requests to general bug fixes and updates.



Working with UKN Group

Over the course of the last x6+ months, the UKN Group team have become very familiar with the essDOCS

CargoDocs platform and have progressed to provide service cover for the other products within the product portfolio.

The team has successfully picked up the requirements and are now seen as a seamless extension to the current day shift team and an integral part of client support offering.

