

ICE Technology Services

Transforming business through technology

Case Study: **P&O Ferries**

Onboarding of the out of hours IT Service Desk team to enable continuous 24/7 support.

As a leading ferry operator, P&O Ferries requires a strong 24/7 IT Service Desk function to handle any customer incidents or requests. Out of hours, this service is provided by a third party provider. With a high level of staff turnover experienced, this meant that the service provided was not developed enough to meet P&O's high standards. As customer service is paramount to P&O, having an experienced team in place to respond and resolve incidents and requests was vital to assure their business operation.

CHALLENGE

P&O's IT Service Desk did not have sufficient resources to cover the 24/7 operation of the business. Their current provider's performance was less than acceptable.

SOLUTION

Implementation of a reliable out of hours Service Desk that adhered to P&O's processes and high standard of support.



VALUE

Collaboration building an exceptional service – 'since partnering with ICE to cover our out of hours Service Desk we no longer have to worry about providing staff cover during peak periods. It is a very professional support service. We have built a great relationship with ICE and look forward to continuing working with them.'

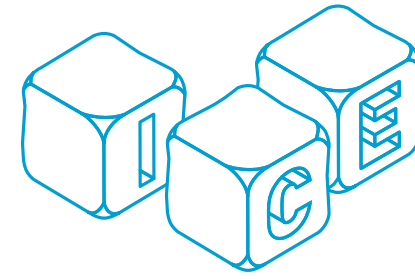
Customer: **P&O Ferries**
Country: **UK & Europe**
Industry: **Ferry Service**
Fleet Size: **19 vessels**



'ICE ensured that the whole onboarding process was as smooth and faultless as possible. Their team were great at putting our people at ease. Our two companies have built a solid foundation through this process. With ICE's travel sector experience, we were confident that they would be a reliable service provider. We knew from how professionally ICE handled the onboarding process that we had made the right decision. ICE provides high level of service. We are very pleased.'

Sean Everett

Application Support & Service Desk Manager



Commitment to a prosperous partnership

'ICE has worked closely with P&O and our partners since coming on board. They have settled in and delivered an extremely professional service that has been so seamless that we have also asked them to provide additional daytime support on an ad-hoc basis. Transitions like these are never without risks and problems but with the ICE team's professionalism and the relationship we have built together we have ensured a smooth service operation.'

Vanessa Stuart
Head of IT Service Delivery

1 PLANNING - ICE began by working with P&O to review their current support processes and identify gaps in the service that they were receiving from their previous provider. Our DOT team then initiated the start of ICE's in-depth onboarding process.

2 PREPARATION - Key stakeholders from teams within ICE and P&O began sharing knowledge of what they consider to be exceptional IT support.



*ICE uses a **'Follow the Sun'** approach to Service Desk support, with teams all over the world, in half a dozen time zones. All of these teams are professional and gifted IT experts in their own right.*

ICE brought together our teams from around the world for onsite shadowing and training with our Service Desk Analysts at Dover, P&O's head office and busiest port. They were able to witness P&O's daily operation first hand and met with staff members across the company. This gave the ICE teams an overview of P&O as a business but also fostered a harmonious professional relationship between ICE and P&O.

3 IMPLEMENTATION - ICE participated in a 'Soft Launch' of the new out of hours service and worked closely with P&O's Service Desk team to assure a seamless transition to the P&O business operation by the Go live date. The DOT team offered customised training sessions and videos to the ICE Service Desk engineers prior to implementation that together with the documentation provided by P&O ensured everything ran smoothly.

The DOT Factor - ICE's specialist 'DOT' team acts as an independent and impartial assurance function to ensure the success of service transitions and the continuous support of P&O Ferries.

D DOCUMENTATION

Documenting and ensuring ICE's knowledge is up to date in regards to our clients.

O ONBOARDING

Managing, maintaining and implementing ICE's unique onboarding process to ensure a seamless transition of services.

T TRIAGE

Triaging incidents between teams to ensure a high quality of work and an active, real-time knowledge transfer process.

Your technology partners...



'At ICE we ensure that we are tailoring our service to your company needs. We are always going the extra mile for our clients.'
Ian Richardson – Co-Founder



'P&O already had processes in place, and we are proud to have developed our teams to the standard that such a respected company deserves. We enjoy working with P&O, and have forged a great relationship.'
Conor Byrne – Co-Founder