**MOHAWK**®

**PERGO**®

**UNILIN**

**MARAZZI**

**QUICK·STEP**®

**daltile**®
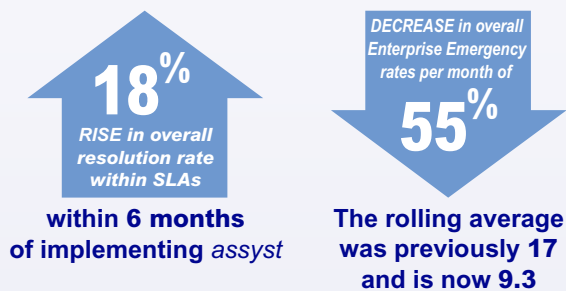DESIGN WITH CONFIDENCE™

# Axios assyst® Case study

## Mohawk increases first line resolution and improves customer service for its 35,000 employees with Axios *assyst*

Mohawk Industries Inc. is the world's largest flooring company, selling and supporting an expansive line of products from carpet and rugs to ceramic tiles for both households and commercial operations. Mohawk's portfolio includes a vast array of brands including Unilin, QuickStep, Marazzi and Pergo. Founded in 1878, Mohawk now operates on a global scale and employs more than 35,000 staff members worldwide from its US headquarters in Calhoun, Georgia and EMEA headquarters in Belgium.

### Customer Satisfaction

**15%**
**INCREASE in First Line Resolution**
due to *all* 35,000 staff now having access to the *assyst* Self-Service Platform

### Improved Efficiency

**18%**
**RISE in overall resolution rate within SLAs**
within 6 months of implementing *assyst*

*DECREASE in overall Enterprise Emergency rates per month of*
**55%**
The rolling average was previously 17 and is now 9.3

## The Challenge

Mohawk wanted better results and faster support from their Service Desk, without raising overall costs. Several requests were sent to Information Services (IS) asking for a more robust, self-service offering, a revamp to the outdated "etickets" site, and a user knowledge base where users could participate in "level zero resolution".

Mohawk evaluated the processes and toolset they had in place to see if they could improve efficiencies. Having used HP Service Center for over a decade, Mohawk was faced with two options: upgrade to the latest version of HP's tool or replace the IT Service Management (ITSM) system with a solution that was designed with their core needs in mind.

> *"Our core strategy was to improve the end user experience… hands down, we had to increase user acceptance of the end user portal. Our strategy revolved around improving self-service to the point our metrics reflected 70% eticket vs. 30% calls."*
>
> **ITSM Team Lead, Mohawk Industries**

Their goal was to find a solution that encompassed all aspects of ITSM, was geared towards Knowledge-Centered Support (KCS) fundamentals, and had a sleek, engaging end user interface. The project goal was to deliver an intuitive solution that could be rolled out globally for technical services, drawing from industry best practices to provide measurable improvements to the customer experience throughout the support lifecycle. Ideally, the chosen solution could also be utilized in other departments, including HR.

## Challenge
- Better results and faster support from the Service Desk
- A solution to encompass all aspects of ITSM including knowledge centered support

## Solution
- *assyst* rolled out for IT and HR in multiple languages with integrations and self-service

## Benefits
- Reduced average resolution time
- Decrease in phone call abandon rate
- Decrease in enterprise emergency rates

**Axios**
SYSTEMS™

## The Solution

Mohawk migrated to Axios Systems' ITSM solution, *assyst*, in June 2012, as it was the only solution that could fully meet all their needs. Operating globally, it was important that *assyst* was compatible with multiple languages and was highly scalable. Straightforward integration with existing technology was another key requirement, as it made the migration easier and allowed *assyst* to be deployed quickly with minimal disruption to the business. Additional benefits Mohawk identified in *assyst* were:

- Hot Topics Section/Outage and Alerts Section
- Self -Ticketing with interaction throughout ticket lifecycle
- Customer Satisfaction Surveying
- Fully indexed and searchable knowledgebase
- Robust Notifications
- Workflow capabilities
- ITIL v3 ® based process flows

Having been successfully rolled out within IS, Mohawk was keen to get greater return on investment and purchased additional *assyst* licenses for HR. *assyst* has now been rolled out by the HR department for Incident Management. All calls are logged into the HR Live system (the name and brand of their center of excellence). When any employee calls, the call is logged and worked/escalated as needed. Through *assyst*, the HR department tracks what employees are calling in about, surveys them to gauge satisfaction, and tracks changes and scanning of items into the employees permanent file.

## Results

Mohawk had a goal to drive users to the portal to reduce call volume, allow for self-service during major outages, etc. This was easy to achieve with the *assyst* Self-Service Portal, where all business users can now log and view the status of their requests.

Prior to implementing *assyst*, several departments were only meeting SLAs 82% of the time. Even emergencies, with a target of 90%, were often missed. Within only nine months of implementing *assyst*, Mohawk reported an overall resolution rate of 97.9% within their SLAs, far exceeding their goals and helping to deliver a better customer experience.

In addition to this, in only two months, Mohawk experienced a decrease in phone call abandon rate by over 4%, dropping even lower to only 2-3% abandon rate within nine months of rollout. With Mohawk increasing their overall effectiveness and productivity through *assyst*, they were able to handle calls quicker and increase the amount of people served before they were kept on hold too long and hung up.

Mohawk has also seen a decrease in overall Enterprise Emergency rates per month. The rolling average was previously 17, and is now 9.3. They have also seen a 15% increase in First Line Resolution (FLR). Joshua Smith adds "Putting in the new tool allowed us to refocus on what should truly be FLR. In three months, we saw a steady increase in what the Support Center could handle. In six, we realigned our process, and now the first and second level desktop teams are combined for a much higher FLR. I can comfortably say that the SC hourly employees, the true first level, can now handle far more today than they could eight months ago."

*assyst* has also been a great success for the HR department, which can now look at an employee and see how many times an employee has called/been called about, upload documents to an employee file, escalate to benefits, payroll, HR Generalist (for write-ups, termination, etc.) and provide income verification.

> " *Thanks in large part to the ease of use within assyst, our users have utilized our self-service portal like never before. Almost 70% of all our interactions reach EMEA teams from the self-service website, assystNET* "
>
> **Ludovic Six, IS Support Team Lead, EMEA, Mohawk Industries**

> " *Using assyst has allowed us much more flexibility and eased the editing of customer records, attaching files and adding screenshots. Capturing all parts of the customer interaction is vital for a successful help desk* "
>
> **Terena Cross, Support Center Supervisor, Mohawk Industries**

> " *Deploying assyst has enabled Mohawk HR to consolidate and truly form and staff an HR Center of Excellence. assyst has taken service to the next level within HR, and the employees feel and appreciate the increase in facilitation* "
>
> **Jeff Boyd, Senior Director, Organizational Effectiveness, Mohawk Industries**

> " *Due to the enhanced, multi-lingual capabilities of assyst, Mohawk was able to go live globally all at once. We executed a cold turkey cutover, taking one system down at 11:59 PM and starting assyst going forward from midnight. From that point on, assyst was our tool for all Incident Management* "
>
> **ITSM Team Lead, Mohawk Industries**

linkedin.com/company/axios-systems

@Axios_Systems

blog.axiossystems.com