



The customer in numbers

- 10  Countries where we operate
- 100  Market segments where we operate
- >6,000  Customer base
- 2013  Listed on the ASX since 17th December

Pact Group: Service Desk transformation completed in just 9 weeks via *assyst*

About Pact Group

Pact is a leading provider of specialty packaging solutions in Australasia, servicing both consumer and industrial sectors. Pact specialises in the manufacture and supply of rigid plastic and metal packaging, materials handling solutions, co-manufacturing services and recycling and sustainability services.

Pact IT – The challenge

PACT IT was established in 2014 following the company’s move to go public. After completing IT separation from the parent company and the transition of core system environments, the focus moved to maturing and improving service quality.

Before moving to Axios *assyst*, Pact IT’s customer satisfaction was presented as 78%, up from 61% in 2014. But while the incumbent Service Provider consistently reported excellent SLA results, this measurement was based purely on time-to-resolve. IT were stopping the clock. It was time to look under the hood.

The PACT IT team asked – “why stop the clock? Why not consider the impact from an end-user point of view?” When the team looked deeper, they discovered that the actual results vs. reported SLAs were vastly different. Escalations were up.

Pact IT then conducted a user survey which highlighted the following issues:

- ⦿ Users reported that the service desk was not easy to understand or interact with.
- ⦿ The IT ticket management system was not easy to use.
- ⦿ Email was being used as the primary method of contact with the service desk for 40% of incidents, leading to poor quality of information.
- ⦿ Time-to-resolve did not meet expectations of users or IT.
- ⦿ The IT help desk were not perceived to have the knowledge to analyse an issue or request.

It was apparent that Pact IT needed some fundamental fixes.

Challenge



Reporting was inaccurate from the Managed Service Provider regarding the true state of customer satisfaction levels. Only 60% of incidents were being resolved through the ServiceNow tool and the remainder were being logged via email. The previous Service Management solution was difficult to utilise, and not intuitive.

Solution



A 4-pillar service improvement plan was implemented and *assyst* was utilised to create a new user interface and pre-populated forms, including guidance to streamline more efficient operations. Reporting was implemented to track satisfaction levels without stopping the clock on incident resolution times.

Results



assyst (ServicePact) made live after 9 weeks. Team now meeting and exceeding SLAs and nearly half of all incidents now go through the Service Desk. 60% of incidents hit the right target first time round and CSI reviews of ticket responses take place every month.

"It's been a significant, fundamental change. We had only 6% of incidents by volume were being fixed by the service desk. We now have 40% of incidents being solved by the Service desk directly, with 65% of tickets resolved by the first resolver team because we have the information and knowledge to resolve them upfront."

Wayne Fox, IT Service Delivery Manager, PACT

The Vision

Pact IT came up with a four pillar Service Improvement plan:

- **Service Portfolio:** Define the IT remit to ensure it is positioned to support the business strategy.
- **Service Catalog:** Deliver an intuitively designed service catalogue.
- **Service Desk:** A service desk that maximises first-time fixes and replaces the need for email communications.
- **One-Touch Service Commitment plan:** Second level teams equipped with information up-front to resolve each ticket with a single touch.

The Solution

Pact IT needed to select a partner who could deliver IT Service Management (ITSM) toolset and IT Service Desk in line with its Service Improvement Plan, with a quick implementation.

Axios Systems was awarded the contract based on the *assyst* ITSM product suite's ability to deliver effectively on user experience, technical functionality, process delivery and ownership. The IT team were particularly impressed by *assyst*'s best-in-class Service Catalog, crisp and clean user interface, prepopulated forms and guidance, configurability and the license model, which offered a lower lifetime total cost of ownership.

The implementation project involved some key changes:

- Addition of fundamental measures against ticket quality, logged against the right service, with the right closure code.
- Migration to a new managed service desk utilising *assyst*, located in Manila.
- Expectation Management, with a 100% compliance on daily updates. Regardless of length of time, a daily update per ticket to keep users informed.
- Introduction of portal-based forms including measures to collect relevant information and no logging of incidents outside of this facility.

The Results

In only 9 weeks and 5 days from the first project meeting the new Service Desk and *assyst* (branded 'ServicePact') went live, meeting the desired go-live date.

The team have now reported the following results:

- A dramatic improvement for the mean time to resolve an incident, from 10 hours to two.
- 60% of calls hitting the right teams and being resolved on first contact (via Event Builders).
- 70% of all incidents are resolved within three hours.
- Consistently meeting and exceeding SLA targets, whilst no longer stopping the clock, with 92% of tickets (priority one to priority four incidents as an average).
- The *assyst* knowledge-base facilitated the resolution of 90% of the aged tickets, with many of these tickets resolved in the first 3 hours due to 'Guidance Notes' being available in the 'Info Zone'.

The Future

In the next stage of its improvement plan, PACT IT will be looking at understanding the root cause of problems. This will enable the team to proactively reduce incidents further into the future.

"Our business goal was to provide an improved, one-touch and consistent user experience with both calls to the service desk or via the ServicePact portal. We achieved this with assyst."

"Axios were the right partner for us to meet our changes in a short timeframe and their flexibility and buy in to our journey was critical in its success."

Wayne Fox, IT Service Delivery Manager, PACT

