

Dexian Successfully Delivers Help Desk Support for National Retail Chain



PROBLEM:

The client required skilled help desk support teams sourced on a rolling basis.



SOLUTION:

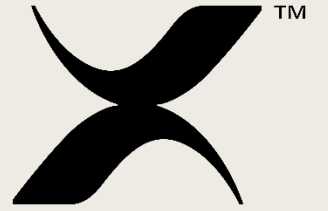
Since successfully fulfilling the client's initial need for help desk resources, many consultant contracts were extended. Dexian continues to provide new qualified resources on a rolling basis.

OUTCOME:

Dexian's relationship and recontacting model steadily result in consultants who possess both hard and soft skills and fit with client's organizational culture. Dexian also sponsored several certifications and online trainings for further consultant education.

CASE STUDY:

Retail



CLIENT INFORMATION:

One of the largest beauty retailers in the US.

LENGTH OF CONTRACT:

3+ Months

SKILL SETS:

- Help Desk Analyst
- Service Desk Representative
- Desktop Support

TECHNOLOGIES:

- Jira
- Confluence
- POS
- Remedy

PLACEMENTS

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CONSULTANTS