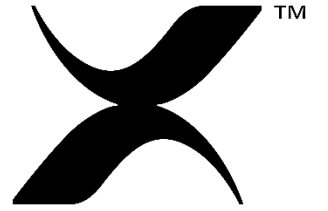


Dexian Successfully Creates Customized Service Desk Training



PROBLEM:

Inconsistent service and skill gaps plagued the client's Service Desk due to a lack of training. Future training plans were also absent.



SOLUTION:

A scalable team developed a comprehensive Service Desk training program addressing current and anticipated needs, ensuring effective delivery.



OUTCOME:

Training is thoroughly documented and reviewed weekly. Trainers meet monthly to refine course content.

CASE STUDY: Transportation

CLIENT INFORMATION:

An independent airport authority, created with the consent of the United States Congress to oversee management, operations, and development of the two major airports serving the U.S. Capitol.