

Dexian IT Solutions transforms service desk performance for a leading transportation and mobility provider—driving faster resolution, higher CSAT, and measurable cost savings.



PROBLEM:

Service Desk and Network Operations were underperforming, with slow response times, high call abandonment, rising operational costs, and declining customer satisfaction across Level 1, Level 2, and Incident Management.



SOLUTION:

Dexian deployed a 24x7 integrated Service Desk and NOC model, accelerating response times, lowering call abandonment, and stabilizing SLA performance across L1, L2, and Incident Management.

OUTCOME:

Dexian delivered measurable service improvements and sustainable results. The Service Desk exceeded SLA targets, reduced call abandonment, improved first-contact resolution, and achieved industry-leading CSAT while delivering **\$1M in operational cost savings.**

CASE STUDY:
Transportation & Mobility Services



CLIENT INFORMATION:
Nationwide passenger transport provider

DIVISION:
Service Desk Operations

SERVICE SCOPE:

- Managed Services
- Service Desk (Level 1 & Level 2)
- Network Operations Center (NOC)
- Incident Management

KEY METRICS :

Average Speed to Answer (ASA)
Target: 0:20 → Achieved: 0:13

First Contact Resolution
Target: 65% → Achieved: 73%

Abandoned Call Rate
Target: 3.0% → Achieved: 1.9%

Customer Satisfaction (CSAT)
Target: 90% → Achieved: 97%

CONTRACT:
Multi-year engagement