

Dexian Accelerates Resolution with a Shift-Left Support Model Transformation



PROBLEM:

Routine tickets were overloading L2, creating backlog and slowing resolution times. Lack of clear ownership for repeatable issues reduced efficiency and delayed user outcomes.



SOLUTION:

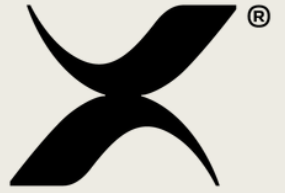
Dexian identified repeatable L2 tickets and shifted ownership to L1 across key categories. L1 was enabled through SOPs, playbooks, and shadowing, with optimized routing and continuous feedback loops to sustain performance.

OUTCOME:

L1 resolved 64% of tickets with a 97.1% end-to-end rate, cutting resolution time from days to minutes. L2 regained focus on complex work, improving overall speed and service efficiency.

CASE STUDY:

Dexian Delivery Excellence:
Shift-Left Support
Optimization



CLIENT INFORMATION:

National Member Services
Organization

DIVISION:

Service Operations

SERVICE CAPABILITIES:

- Service Desk Optimization
- L1/L2 Support Model Transformation
- SOP & Playbook Development
- Ticket Routing & Workflow Optimization

KEY HIGHLIGHTS :

- 64% ticket volume shifted to L1
- 97.1% end-to-end resolution rate
- Up to 90% faster resolution
- Improved L2 efficiency

CONTRACT:

Managed Services Optimization