

# Leading Quick-Service Restaurant Chain

Outsourced IT Help Desk

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# Challenge

A leading quick-service restaurant chain sought a partner to help manage its internal IT call center to provide integrated support for its store, campus, data center, and public cloud environments to:

- **Reduce IT-related ticket issues** and support costs
- **Allow internal teams to focus on revenue** and supply chain issues versus technology and IT-related issues
- **Consolidate number of support and service desks** from three to four, with multiple handoffs, into a centralized model

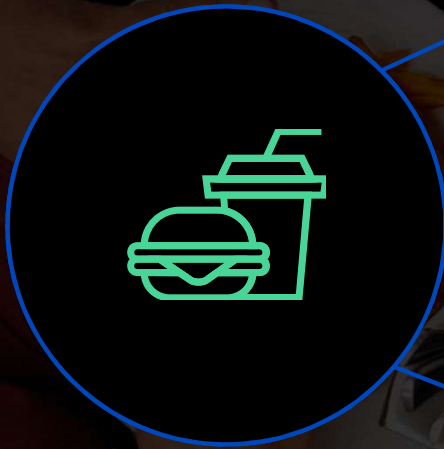


# CenturyLink Answers

- **Advanced Managed Services** provides subject-matter experts and systems to troubleshoot technical issues without handoffs
- Provided a **unified support desk experience** for store operators to use for all issues using ITIL processes for Incident, Configuration, and Change
- Deployed a **fully integrated support model** for Store, Campus, Data Center, and Cloud environments
- **CenturyLink Intelligent Management** for all tier 1 to 2 support calls and increased auto-resolution across all environments



# Results



**85 percent first-call resolution** times and IT support effectiveness

**Expanded innovations** by focusing internal service resources where they have expertise

**Continued improvements for brand** in net promoter scores and customer ratings with improved customer experience