



Case Study **Micra Consulting** Brings IT SAP Procurement Support Services to Leading Semi Conductor Manufacturer

IT Help Desk Support

Introduction

As a leading semi-conductor manufacturer with manufacturing and support locations worldwide, this Fortune 50 company demands a reliable SAP procurement technical support help desk to support global operations. The challenge it faced was window. Micra Consulting specializes in the design, deployment, and management of IT Help Desks including end-user support. Micra partnered with the company to establish a robust On-Demand operation at their site. The new capability provides the company a reliable solution to reduce operating costs while offering high quality SAP procurement technical support services.

Business Challenge

- Move SAP procurement technical support help desk operations to Costa Rica within 45 days
- Interview, hire, and train staff that will provide contract resources

Solution

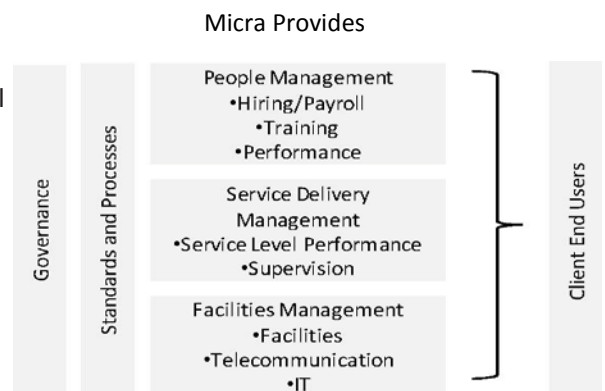
Micra designed an effective service delivery model to rapidly ramp a staff for IT SAP procurement support services.

1. Established a local presence in San Jose within the same office park as the client
2. Established a wholly-owned subsidiary in Costa Rica including registrations with appropriate governmental, banking, and insurance authorities and hired a local manager
3. Established representative service levels, training methods, workspace, and performance monitoring processes with the client
4. Recruited Level 1 and 2 support staff that the client then trained to fill open positions
5. Supported the service desk processes and procedures established and maintained by the client, providing the client with 12 x 7 ongoing support

Results

The initial program ran 18 months. Since then, the client expanded Micra’s service desk role to include supervision and SLA reporting as well as database maintenance, system monitoring, and application maintenance.

For specific support desks, Micra now hires and trains the staff and manages their performance as well as the service-level performance for the desk. Micra not only standardized training, but also service level reporting, enabling a more consistent measure of performance and quality. By working with Micra, this company has saved costs and improved their productivity in line with their global business objectives.



For More Information

To learn more about how Micra Consulting’s IT Help Desk Support solutions can improve your organization’s performance, visit www.micraconsulting.com or contact sales@micraconsulting.com.

