



LOGISTICS & DISTRIBUTION

Help Desk Solution

Nationwide Logistics Organization

The challenge

Providing a reliable and consistent help-desk experience has eluded them over the years, leading to frustration on the part of management and constrained productivity in the field.

navitend's role

navitend's service team collaborated with this client to craft and now deliver a reliable and consistent service to both management and team members with an aggressive Service Level Agreement (SLA).

The result

Response times are better than this organization has previously experienced, permitting the limited home office staff to focus on larger initiatives, leaving the day-to-day support duties to navitend's team.

Talk to a person, not a ticket

Tell us what's going on. We'll listen, ask good questions, and give you informed and experienced guidance.

[Schedule a Free Review](#)

[Call 877-448-0070](#)

www.navitend.com