Allied Mortgage Jump-Starts Its IT Support

Hectic is how Akhil Dhungana described his support operation prior to putting the DesktopStreaming screen-sharing solution to work for his team. As help desk supervisor for Allied Mortgage Capital Corporation, Dhungana is responsible for supporting 3,000 employees at 640 offices in 49 states, Guam and the Virgin Islands. What makes his job challenging are his limited resources: a staff of just 7 help desk associates.

With its nationwide network of retail branches that originate loans and act as a banker/broker to any one of approximately 500 lenders, Allied was already using sophisticated computer processing and communications to maximize the quality and efficiency of its operations. So the DesktopStreaming solution was a logical choice for a company that has declared a commitment to technology as a tool for profitability.

In an effort to keep its large and distributed employee base informed, Allied had already taken steps to ensure that its branches had continual access to communications from corporate headquarters in Houston via the company’s intranet. But Dhungana’s team was still providing tech support to employees by phone—a time-consuming and inefficient method.

“This is the best Web-based screen-sharing service available.”

By employing Web-based DesktopStreaming, the help desk associates could direct all 3,000 employees to the company’s Web site where they could immediately connect online. But the best part was that the associates could actually see the employees’ computer screens and share mouse and keyboard control, allowing them to remotely fix the problem and show the employees how to solve their problems themselves.

Hour-Long Phone Calls Become a Thing of the Past

According to Dhungana, the number one problem his team faces is helping employees log in to the network; helping them download software is a close second. Not only do the associates use DesktopStreaming to help employees with their computer-related problems, but also to help them use the company Web site. Associates handle an average of ten support sessions an hour with DesktopStreaming, compared to just a single phone-support incident per hour.

“Spending more than an hour per call over the phone has been reduced to just a few minutes online,” Dhungana says. “DesktopStreaming has reduced our support-call volume by 50 percent as more of our employees go online for live help.”

In a concentrated effort to cut costs, Allied is encouraging all of its employees to use DesktopStreaming rather than dialing for help. New employees are required to attend...
Desktop Streaming training at one of the twice-monthly sessions conducted at Houston headquarters.

Shopping Around for a Premium Solution Pays Off

Dhungana reports that Desktop Streaming is perceived as a favorable solution among both the help desk associates and the employees who rely on it. His team had previously tried other remote-assistance software, including pcAnywhere, but was unimpressed.

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“Desktop Streaming is far better than other remote-access software because it’s Web based,” says Dhungana. “It’s our preferred solution, and I highly recommend it for any company.”

Even with Desktop Streaming, Dhungana is as busy as ever because he’s able to remotely assist many more Allied employees during his banker’s hours. But luckily for him, his days are a lot less hectic now.

KEY FEATURES AND BENEFITS

Web-Based Solution
No installation is necessary on end-user machines. One-click access puts your users in immediate communication with your support reps and enables them to remotely view and control your users’ computers, reducing handling time and increasing first-time resolution.

Fast and Easy to Implement
Your enterprise can be up and running within 48 hours; no additional infrastructure is needed. Desktop Streaming does all the setup and hosting on our secure servers.

Low Cost of Ownership
Desktop Streaming is the most cost-effective ASP solution for remote assistance. There are no hidden per-session or per-customer fees.

Reliable
Desktop Streaming is firewall friendly, making connectivity extremely reliable. It functions at optimal levels via high-security facilities, redundant systems and 24/7 monitoring.

Secure
State-of-the-art security features, proprietary compression technology and 128-bit AES encryption ensure that the data exchanged between users and support reps is completely secure. Expertcity, provider of Desktop Streaming, is SiteSecure Certified, a standard that ensures the security of your systems and data, and that of your customers, when using Desktop Streaming.

Arrange a Demo:  www.DesktopStreaming.com • Phone: (800) 549-8541
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