

# CORETX Service Desk cuts DB Schenker's escalated issues by 70%

DB Schenker is a leading provider of international logistics services and has 15 branches throughout the UK. They support industry and trade with land transport, worldwide air and ocean freight, contract logistics and supply chain management.

## Challenge

With 800 users across these 15 sites, the company was looking for an outsourcing partner to provide first line support to their staff. They needed a reliable support partner that could provide phone and email assistance for everyday issues along with engineer and remote access support for more complex problems.

## Solution

CORETX was chosen to provide 24/7/365 support and has been working with DB Schenker for over a decade now. Stuart Brill, ICT Service Delivery Manager at DB Schenker said that the reason CORETX was initially chosen to provide support and has been awarded ongoing contracts ever since, is the cost-effectiveness combined with the UK-wide network of engineers that deliver a fast service to resolve issues. He said "We can depend on CORETX to resolve the issues that we don't have the time or resource at a remote branch location to deal with."

For example, in just one month in January 2012 the CORETX Service Desk took 1,220 calls from DB Schenker staff and 70% of them were resolved without needing to be escalated to the in-house teams. DB Schenker's second and third line teams then have more time to concentrate on infrastructure and business application type issues and requests.

## Results

The fast response to issues is another reason why DB Schenker has worked with CORETX for so long. Stuart said "CORETX is very responsive and is not only meeting but exceeding SLAs we have in place." There are three separate SLAs in place for different service elements and they are being met and exceeded in all cases.

The service delivery that CORETX is achieving is:

- Call back SLA within 30 minutes – 100%
- Priority 2 issues (overall fix) – 94%
- Priority 3 issues SLA within 3 working days – 98%



Company: DB Schenker  
 Industry: Transport  
 Country: UK  
 Website: dbschenker.co.uk

## Benefits

- Faster SLA & 100% met
- 70% less support calls incoming

“ We can depend on CORETX to resolve the issues that we don't have the time or resource at a remote branch location to deal with. CORETX is very responsive and is not only meeting but exceeding SLAs we have in place, they are flexible, responsive and it means you don't need to employ a whole team to work on day-to-day support issues. ”

Stuart Brill  
 ICT Service Delivery Manager  
 DB Schenker

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Stuart finds his relationships with Account Manager, Hayley Mullins, and the Service Desk Team Leader, Richard Kingston to be very good as well. He said: *"They are both very approachable and accommodating and I talk to or see them every month."*

When asked what he would say to other organisations thinking about outsourcing their support to CORETX, Stuart concluded: *"I would say that you should seriously consider them as an option, they are flexible, responsive and it means you don't need to employ a whole team to work on day-to-day support issues."*

*"We can depend on CORETX to resolve the issues that we don't have the time or resource to deal with."*



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