



NavPoint Consulting Group Inc.

RESULTS AND PEOPLE DRIVEN CONSULTING

NavPoint was founded in 2006 and has since served over 40 public and private sector clients. We are passionate in helping our clients succeed. We do this by understanding their business problems and helping them navigate to new horizons. We help architect solutions that are agile and performance focused. We bring a multi-disciplinary team with extensive experience, industry expertise and proven processes and methodologies to support our clients' needs.

Learn more about how we created value and delivered quantifiable results for our government client in the attached case study.

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The Challenge



Agriculture and
Agri-Food Canada

Agriculture and Agri-food Canada (AAFC) provides information, research and technology, and policies and programs to achieve security of the food system, health of the environment, and innovation for growth. The Information Systems Branch (ISB) within AAFC required the services of IM/IT professionals experienced in the transformation of Information Technology Service Management (ITSM), in order to support AAFC personnel and project teams in the evolution of the IT Client Services (ITCS) division into a high-performance service support organization. ITCS partnered with NavPoint Consulting Group Inc. to implement people, process and technology improvements within ITCS that would result in improved client satisfaction through improved operational performance and employee engagement.

How We Helped

ITCS initiated a review and analysis of the Service Desk and Deskside support functions and operations performance to examine the increasing staffing vacancies, growing backlog of tickets, quality of service provision and service delivery issues. The aim of the review and analysis focused on addressing problem areas impacting the ability to deliver client centric IT support services. NavPoint helped identify gaps and pain points through insights gathered from various sources to formulate an ITCS 'Program of Change' Strategy that included prioritized change initiatives to address root causes, and a change management strategy to proactively manage the people side of change through a structured approach.

Change initiatives included but were not limited to:

- Improved the ITCS service delivery model and processes
- Enhanced ITCS communications to analysts and clients
- Enhanced the client experience for the web self-serve portal
- Supported the implementation of client self-service solutions (FAQ and Help articles, chatbot design)
- Defined achievable Service Level Objectives for all service requests (SLOs)
- Introduced a new strategic ITCS ticket backlog report based on SLOs
- Developed a new recruitment / staffing strategy to resolve capacity issues
- Created an ITCS training program for Service Desk and Deskside support employees

The Results

The 'Program of Change' Strategy resulted in embedding discipline, management and governance of service support within the ITCS division to accelerate resolution of incidents, speed-up request fulfillment, reduce costs to serve, improve skills and capacity of staff, increase data-driven decisions and continuous improvement, and improve client satisfaction.

Quantitative Benefits Achieved (Highlights):

- 41% improvement in average time to resolve an incident ticket in business days
- 31% improvement in service request ticket backlog
- 32% improvement in call abandonment rate to Service Desk
- 30% improvement in average wait time in minutes to Service Desk
- 5% improvement in customer satisfaction
- 12% improvement in client web self-serve portal use / adoption