

Retailer 2025

This client engaged Lean Tree to conduct a wide-reaching IT Service Management assessment, to identify inefficiencies and propose solutions. Following a deep analysis of tickets logged over several months it became clear that there was an overwhelming majority related to one workflow.

The Level 1 support team were using a significant number of hours each month manually actioning the changes on behalf of another team who did not have the ability to access the legacy tooling. Through this analysis piece and subsequent development, inbound ticket volumes reduced by over 43% allowing the Level 1 Support Team to focus their efforts on value adding activities instead of repetitive service requests.