Global Science & Engineering Firm Cuts IT Help Desk Tickets by 77% with Content Panda

SUCCESS HIGHLIGHTS

- Reduced the number of IT support tickets for SharePoint by 77 percent – from 364 to 85
- Enabled the IT support staff to focus on higher-value projects instead of answering basic SharePoint and web application questions
- Updated and streamlined outdated help support manuals across SharePoint and new custom apps

THE CHALLENGE

The global science and engineering firms' teams were heavy users of SharePoint 2010 in order to manage content and collaborate. Recently, the company decided to upgrade to SharePoint 2013.

With only 2.5 full-time employees dedicated to the SharePoint upgrade, it was difficult for the IT team to focus on higher-value activities. "They tried to update help manuals and create videos for the most basic questions we received, but they are very time consuming to produce," the Web Solutions Services Director of the firm said.

After deploying the first wave of users on SharePoint 2013, the IT team received 364 support tickets – most of which were similar basic SharePoint questions. "Users were really struggling with the new user interface and features in SharePoint," the Director recalled.

The firm sought third-party training alternatives for its overburdened IT team, including Adobe Robohelp and WalkMe. Robohelp only enabled the IT team to update traditional support manuals very few end users read because they did not provide in-context help when and where users needed it as they navigated SharePoint.

HEADQUARTERS

Virginia

INDUSTRY

Science & Engineering

PLATFORMS

- Microsoft SharePoint 2010
- Microsoft SharePoint 2013
- Custom Web Applications

SOLUTION

- Content Panda for SharePoint
- Content Panda for Custom Apps

"Content Panda is one of the best products we've ever installed. The installation process was super easy and didn't require additional software on our computers."

–Web Solutions Services Director, Science & Engineering Firm

Additionally, WalkMe's requirement to implement browser add-ons and plug-ins for anyone creating help tutorials added even more complexity the IT team could not handle amidst the massive SharePoint upgrade.

THE SOLUTION

The firm implemented Content Panda for SharePoint, which accelerates user adoption, simplifies training and support, promotes governance, and centrally manages the user experience. Immediately, the team saw the difference. "Content Panda is one of the best products we've ever installed. The installation process was super easy and didn't require additional software on our computers," the Director added.
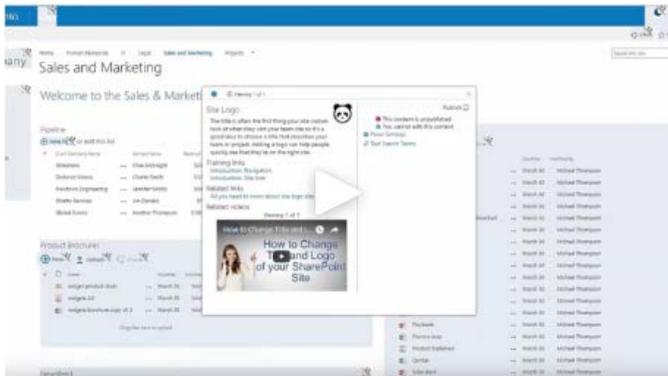
Content Panda delivers multimedia training in-context to accelerate user adoption and simplify IT support.

After installing Content Panda, the IT team centrally managed the entire SharePoint training and adoption experience for end users – including content creation, permissions, branding, and audience targeting.

Content Panda enabled the firm to deliver in-depth training by online SharePoint education leader Combined Knowledge, Microsoft-approved help content, and other support articles in multiple media formats such as traditional articles, screenshots, and videos. All users needed to do was click on the Panda when navigating SharePoint, which delivered in-context help right when

they needed it. "The panda button is unobtrusive to our end users, and highlights important elements of SharePoint so they can quickly complete their tasks," the Director said.

With Content Panda, IT support tickets dropped by 77 percent to 85. The immediate success led the firm to adopt Content Panda for Custom Apps to simplify training and support of its newest home-grown applications for security clearance and the legal team. "Being able to target fields in our custom apps using the Content Panda editor is easy," the Director said. "We've received great feedback from our end users in adopting our newest custom apps, so much so that we are making Content Panda part of the custom app development foundation as a standard."

THE BOTTOM LINE

The science and engineering firm slashed support tickets by 77 percent while alleviating the burden of authoring all help content. Content Panda is now instrumental to new users adopting SharePoint, based on the company's recent agreement to acquire another large multinational company. "We're already working on communicating to our new users why they need to use Content Panda to get them up-to-speed on our technologies," the Director said.

ABOUT CONTENT PANDA

Founded in 2011 and headquartered in California, Content Panda is a high tech business dedicated to creating products that deliver a superior user experience that drive value to businesses.

The Content Panda family of products delivers in-context help, training and support content in the user interface – right where and when you need it. To learn more, visit www.contentpanda.com.