

Case Study

# Ticket Volume Reduced by 93%

30-Second Average Response Time

## ENGAGEMENT OVERVIEW



Scale  
**80+ Users**



Services Delivered  
**Managed IT Support (L1-L3), Proactive Infrastructure Management**



Technical Focus  
**Cloud, Network, Firewall, XDR, and MDM**



Primary Outcome  
**Drastic Ticket Reduction & Ultra-Fast Resolution**



## PARTNER PROFILE

An Australia-based organisation supporting a team of 80+ users, with operations enabled by a cloud-based environment and integrated security systems that support its day-to-day business functions.

## PROBLEM STATEMENT

The organisation was struggling with a reactive support environment that hindered daily business operations:



### Overwhelming Volume

A high frequency of daily issues, averaging **30+ tickets per day**.



### Productivity Bottlenecks

Slow response times from the previous support structure were directly impacting user output.



### System Fragmentation

Support was siloed across cloud, network, and security systems, leading to inconsistent handling of incidents.

## SOLUTION DELIVERED

A complete overhaul of the support workflow was implemented to transition from reactive firefighting to proactive management

01

### Tiered Support Model

Implemented a structured **L1-L3 support model** to ensure the right level of expertise was applied to every issue.

02

### Workflow Optimisation

Introduced faster triaging and streamlined incident handling to eliminate idle time in the support queue.

03

### Proactive Infrastructure Oversight

Undertook management of the entire technical stack across **Firewalls, XDR (Extended Detection and Response), and MDM (Mobile Device Management)** to identify and resolve root causes before they generated tickets.

## IMPACT

**93%**

### Reduction in Tickets

Daily ticket volume plummeted from **30+** down to **just 2 per day**.



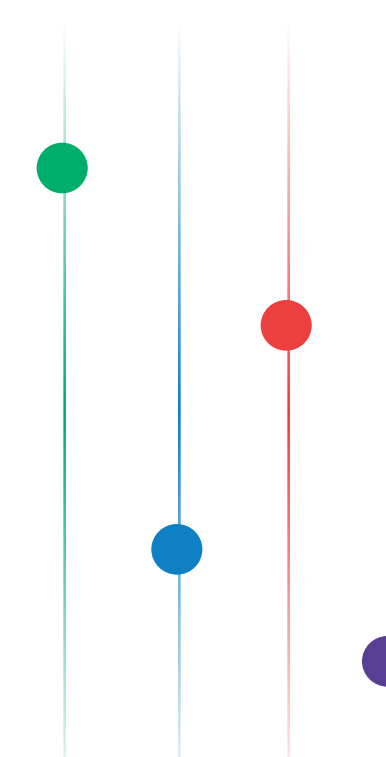
### Ultra-Fast Response

Achieved a **~30-second average response time**, significantly faster than the 4-5 minute industry standard.



### Stabilised Environment

Improved end-user productivity and overall system stability by resolving underlying infrastructure issues.



## KEY TURNING POINT

The real value derived from this engagement was in the transition from **generalist support to a structured L1-L3 model** combined with proactive infrastructure management. By managing the security and network layers (XDR and Firewalls) proactively, the team responded to tickets faster and eliminated the conditions that caused them in the first place. This shifted the IT department from a "cost center" dealing with complaints to a silent engine of productivity.

