

Case Study

Dedicated L2 Engineering Integration

Eliminating Support Backlogs

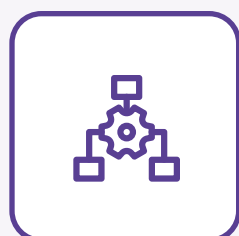
ENGAGEMENT OVERVIEW



Team Composition
2 Dedicated L2 Support Engineers



Services Delivered
Day-to-Day User Support & Issue Resolution



Operational Model
Seamless Workflow Integration



Primary Outcome
Reduced Backlog & Improved Support Consistency



PARTNER PROFILE

A UK-based healthcare recruitment organisation where technical uptime is essential for managing candidate pipelines and maintaining consultant productivity.

PROBLEM STATEMENT

The organisation's internal IT department was facing a period of significant operational strain:



Rising Demand

Growing support needs from the business began to outpace internal technical bandwidth.



Backlog Accumulation

An increasing volume of unresolved tickets was impacting overall organisational efficiency.



Cost Constraints

The high financial burden of scaling an onshore IT team made traditional local hiring unsustainable.

SOLUTION DELIVERED

A dedicated L2 support layer was introduced to stabilize the IT environment and provide consistent technical relief

01

Targeted Resource Deployment

Deployed two dedicated L2 support engineers to focus specifically on middle-tier technical issues.

02

Deep System Integration

Fully integrated the offshore engineers into the partner's existing systems and support workflows to ensure a unified user experience.

03

Daily Issue Ownership

Entrusted the team with daily user support and complex issue resolution, allowing internal leaders to focus on strategic projects.

IMPACT



Backlog Eradication

Successfully reduced the ticket backlog, leading to faster resolution times for end-users.



Service Stability

Improved the overall consistency and reliability of IT support across the organisation.



Cost Efficiency

Achieved a lower cost per ticket compared to onshore hiring models.



Governance Maintained

Provided a scalable support solution with **no disruption to the existing IT ownership model**.

KEY TURNING POINT

The success of this engagement was rooted in the seamless integration of the L2 layer. By deploying dedicated engineers who operated within the partner's own ecosystem, rather than a detached, ticket-based helpdesk, the organization achieved "in-house" quality at a fraction of the cost. This allowed the partner to clear their backlog and restore support consistency without losing control of their internal IT governance or standards.

