
# Expanding Solve Rate Theory For Increased Productivity

**Help Desk Services**

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## Introduction

Technisource provides a wide variety of IT and engineering services to clients ranging from middle-market businesses to global Fortune 500 companies and government organizations. Today, Technisource has more than 30 offices across the United States and approximately 3,000 employees

The Help Desk Services practice of Technisource provides 24/7/365 support. Leveraging three centers in Georgia, Pennsylvania and Texas, Technisource supports companies of all sizes throughout the nation. Services run the gamut – from completely outsourced solutions to customized incident management and tailored report generation. Comprehensive solutions include:

- Outsourced: Personnel working from a Technisource facility
- In-Sourced: Technisource personnel working from a client's facilities
- Co-Sourced: Hybrid solution ideal for situations such as overflow and/or after-hours support

This paper focuses on our "solve rate theory" for help desk services and what advantages it brings to companies.

## The Solve Rate Theory

Over the years, the support center industry have seen the quality of service continue to improve -- from customer service itself to a reduction in incident handling time. With the influence of remote-control tools, professionals at the Tier 1 Ievel been able to handle more types of incidents and decrease the time it takes to resolve a user's issue.

As the support center continues to grow in its abilities to support users, the IT industry is putting a new focus on the solve rate. In the past, the industry strongly emphasized Tier I overall and first call solve rates. While these metrics remain extremely important, a support center seeking to create true value for its user base should employ three solve rate metrics. All three should be tracked and reviewed on an ongoing basis. In addition, the support center must put the tools and mechanisms in place to capture the proper data points for these solve rates.

The first place to start concerning the solve rate theory is the **Overall Tier I Solve Rate** at the first contact between the support center and user. The OSR has been an important metric for many years, and remains vital.

| Overall Solve Rate (OSR) | Example |
| --- | --- |
| Percentage of incidents closed by Tier I of the total incidents logged in a given time period. | Tier I closed 850 incidents out of a 1,000 in a 30 days period Tier I's solve rate for that given period equals 85%. |

The next step in reviewing the support center's solve rate is the **Ability Solve Rate, which** measures the percentage of incidents resolved by Tier I.

| Ability Solve Rate (ASR) | Example |
| --- | --- |
| Percentage of incidents closed by Tier I of the total incidents logged that they had the ability to solve in a given time period. | Tier I closed 850 incidents out of 875 in a 30 day period. Tier I's solve rate for that given period equates to 97% ASR. |

Tracking gives the support center the opportunity to learn why a Tier I issue was not solved and then, a chance to add training and achieve a solution next time at Tier I. Now, utilizing the third metric, the **Obtainable Solve Rate**, the support center can flag each incident as a Tier 1, Tier II, etc. and determine what needs improvement. Using OSR, the support center can ask: Was Tier I given the correct access, the proper training, or possibly even improved knowledge to solve an issue at the first point of contact with the user?

| Obtainable Solve Rate (OBSR) | Example |
| --- | --- |
| Percentage of incidents that could be solved by Tier I in a given period if given proper access, rights, and training plus the percentage closed overall in a given time period. | Tier I closed 850 incidents out of 1,000 in a 30 day period, but flagged 100 tickets that could be solved by Tier I if given proper access, rights, or training, equating to a 95% OBSR. |

This can be illustrated through an example that shows the impact of tracking all three metrics on an organization. At many organizations, re-setting a user's password goes into the Tier II layer of support. **By having tools in place that can track how many of these incidents are escalated as well as the time it takes to closure is extremely valuable data to have. At many companies,** 20 percent of the user requests coming in at the Tier I level are requests for a

password re-set. It can sometimes take 90 minutes to reset a password. Of course, that equates to a lot of down time for a single user. But if staff at the Tier I could assess why it takes so long to reset a password, they could solve the service issue and significantly reduce a user's actual down time.

However, without tracking the Obtainable Solve Rate, an IT manager will never know what is possibly hindering operations. And, by letting the Tier I staff assess and solve problems will free up time and resources for the Tier IIs and Tier IIIs to attend to their workload priorities – including rollouts and emergencies.

## Conclusion

The only way to capture all three solve rate numbers is with an incident management system that classifies users' issues and determines how best to solve those problems. Support centers are in the business of getting users up and running as quickly as possible so that those users they can return to productivity. There is no better way to do that than to keep improving the manner that incidents are handled on the user's first contact with the support center.