



case study

randstad solutions flexible service desk from home

we're here to help

Many of our clients are experiencing unprecedented service desk volume spikes associated with the massive lift/shift to a work from home model.

In fact, for one of the largest financial services companies in Chicago, where Randstad has had an onshore-based managed service for multiple years, we saw a monthly increase from 15K avg. incidents to over 30K.

Randstad was able to absorb the service-demand-spike, as well as build out 6,000 thin clients, packaging them into kits with dual monitors, allowing 6,000 customer service agents to transition to a work from home model inside of seven business days.

flexible options for your needs

Whether you have the devices for a work from home staff, or you need talent to bring their own, let us show you how Randstad is helping companies like yours create and maintain a top notch service desk.



randstad
technologies

human forward.