



# Mapletree streamlines service desk operations to speed up response and increase staff satisfaction

HP provides resident engineer to assist leading Singapore real estate developer

## Industry

Real estate development, investment and capital management

## Objective

Speed up the processing of user account-related Service Desk requests including AD account and shared folder creation and other duties including regular policy checks

## Approach

Turned to long term partner, HP, which has been providing Mapletree with services, computers and printers since 2013

## IT matters

- Reduced lead-times for creation of user accounts from two weeks to four days
- Eliminated fire-fighting and improved service levels by reducing aging tickets from six months (500 tickets) to three months (250 tickets)

## Business matters

- Raised customer satisfaction levels from 50% to 80%
- Improved user experience with more staff now willing to log tickets



**“HP has a significant resource pool of quality engineers and was able to fulfil our selection criteria with a wide range of candidates who had the work experience and background to match our job requirements. The HP resident engineer’s attitude is positive and she is now familiar with the Mapletree environment.”**

– Alan Liew, Senior IT manager in charge of End User Services and Regional IS&T Support, Mapletree

## Additional help to solve resource problems

Mapletree Investments Pte Ltd. is a global real estate development, investment and capital management company headquartered in Singapore. With over 60+ employees in the IS&T team in Singapore and other regions, the team has been receiving over 200 account support and maintenance requests monthly and found itself in constant reactive mode. With the engagement of a resident engineer from HP, service levels improved with timely support.

## Challenge

### Need to streamline service desk

Facing over 200 user account requests a month, the company needed help to speed up response times and eliminate backlogs.

## Solution

### HP resident engineer engaged

Signed an initial 12-month contract with HP for the services of a resident engineer to support Service Desk operations, with plans to extend for a further 12 months. The engineer is focused on user account related requests support and also performs regular policy checks on these requests.

## Benefits

### User satisfaction improved

Support levels have been raised and by eliminating poor response time, permanent team members are now free to work on other critical areas such as clearing aging service tickets and projects that will improve service levels and introduce automation to eliminate human errors.

“Users are now happier with the improvement in account creation lead times and with the increased efficiency of End User Services and Information Systems & Technology (IS&T) support. They are more willing to log tickets and approach us on issues and requirements.”

– Alan Liew, Senior IT manager in charge of End User Services and Regional IS&T Support, Mapletree

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