



Case Study



BirdLife International

BirdLife International is a global partnership of conservation organisations that strives to conserve birds, their habitats and global biodiversity, working with partners towards sustainability in the use of natural resources.

The organisation comprises 121 BirdLife Partners worldwide, and continues to grow. Its belief is that local people, working for nature in their own places but connected nationally and internationally through its global Partnership are the key to sustaining all life on the planet.

Why did BirdLife choose Atech?

BirdLife chose Atech for our accreditations and experience as a leading IT support provider within the NFP sector





Testimonial


Understanding what is needed and delivering above and beyond the brief is a forte of Atech. They listen, they improve, and they deliver.”

Tony Leggatt –Head of IT Services



 **Industry:**
Not for profit

 **Location:**
Global

 **Number Of Users:**
285 employees

Reconfiguration of Service Desk and Global Support provision

BirdLife's IT Support Desk had been performing inadequately, delivering poor response times and unsatisfactory resolutions, lacking structure and creating a barrier of inefficiency between the organisation and its users. The service was increasingly challenging to measure, cost, or manage. In addition to these issues, BirdLife now required global IT support.

Utilising the Microsoft Cloud to deliver agility and stability

We undertook a comprehensive audit of BirdLife's IT infrastructure and reviewed its IT & Security policies.

The support package we then designed was informed by this information-gathering phases and so responded point-for-point to the local and global requirements of BirdLife and its Partner network.



Our Solution

We devised a controlled, customer-specific and fully measurable Service Desk with clear parameters, expectations and realistic deliverables. This is regularly monitored and compared to user expectation, with clear communication of goals and target achievement.

While efficiency in responding to incidents is crucial, our proactive continuous monitoring of BirdLife's systems enables us to anticipate, diagnose and address potential issues before they cause service failures. This helps us to ensure the network runs smoothly and with maximum operational uptime.



The Implementation

We embarked on a 6-week on-boarding process, utilising a dedicated project manager, on-boarding specialist and service delivery manager to ensure a smooth transition to the new service.

Throughout the process, we paid close attention to the input and feedback of BirdLife stakeholders, adapting service procedures to meet the expectations of both the business and end users.

Operational Efficiency. Transformed.

The new Service Desk and global IT support provision has transformed BirdLife International's operational efficiency, and restored the badly impaired reputation of IT within the organisation and across its Partner network.

Users of the Service Desk began to experience a professional, well-run Support offering that met their needs, providing timely resolution by highly qualified, experienced individuals alongside additional support and insight.

Response times and first time resolution rates improved beyond recognition, with user surveys indicating widespread recognition of the transformation and high levels of satisfaction.

Next Steps

We continue to monitor feedback and to meet regularly with BirdLife International to review performance against the SLA and to review requirements for keeping both Service Desk and other Support provision fit for purpose.

Partnering With Your Business To Drive Performance

Atech specialises in understanding commercial and technical challenges and devising and implementing technical solutions to deliver against these. Whatever challenges your business is confronted by, talk to us about how we can help.