

CASE STUDY

DYOPATH Improves IT Services & First Call Resolution for Global Cruise Line



CLIENT PROFILE

Royal Caribbean Group, formerly known as Royal Caribbean Cruises Ltd., is a global cruise holding company incorporated in Liberia and based in Miami, Florida, US. It is the world's second-largest cruise line operator,

- Miami, FL
- Founded: 1969
- 10,000+ Employees



CHALLENGE

Royal Caribbean cruise company was experiencing challenges with their outsourced desktop service provider due to poor service quality, follow up, resolving tickets, and working with the business to make recommendations to improve their services.

Royal Caribbean had also reported their calls weren't being closed properly, and their current provider did not have the client's best interest at heart (not customer-centric), there were no follow up calls after calls were handed off to other areas of the business - essentially poor customer service combined with low quality of service all around.





DYOPATH is a trusted partner that has helped the major cruise line's technology adoption and expansion with services ranging from cafeteria-based tech bars, virtual tech concierge, pandemic downsizing of 2,400 assets, and support for more 5,000 employees across multiple continents.

SOLUTION PROCESS

DYOPATH began supporting Royal Caribbean's desktop computing environment in the summer of 2017, which involved implementing on-site tech bars in 2 HQ locations. DYOPATH'S solution began hitting the requested SLA within 2 weeks and cut down on aged and open tickets running around 150 work orders and incidents.

While desktop services improved under DYOPATH, the service desk was still being outsourced to another MSP. Causing further service issues, service desk First Call Resolution (FCR) with DYOPATH's competitor was less than 45%, as they did not provide the same level of service as communication.

The cruise line moved its outsourced service desk operations to DYOPATH in 2018, quickly improving its FCR rates above 80%. The organization's service desk has experienced an FCR in the 80%-90% range consistently since.

BOTTOM-LINE SUCCESS

DYOPATH improved the quality of engineers with more experienced agents (Level 2), called triage improvements, chat and chatbot, and surveyed for the follow-up.

In order to enhance the reporting structure along with weekly and quarterly review meetings, DYOPATH implemented PowerBI, which increased visibility across the network for areas of continuous improvement.

The transition process following DYOPATH's comprehensive transition methodology resulted in a seamless, successful move.

Over the years, DYOPATH has performed countless projects supporting shoreside and shipboard activities culminating in a Windows10 migration of over 1,900 assets over a 3-month period in 2019.

"DYOPATH'S presence and support for the Royal Caribbean Group have been invaluable. A leader in driving technology to provide the most optimal experience an employee can have. We have truly taken our services to another level."

—End User Experience Manager, Royal Caribbean Group

AT A GLANCE

- Total of 38 individuals comprised of a site manager, two supervisors and 15 service desk analyst and 20 desktop engineers engaged at RCCL.
- DYOPATH handles over 7,500 service desk calls per month and 1,700 field service tickets and workorders per month with over 95% of tickets closed within SLA.
- DYOPATH moved 90% of the field service team to the phones to help support the work-from-home model, and kept 5 staff working in-office for break-fix and resolve any issues that needed hands-on support.



1.866.609.PATH
13430 NORTHWEST FWY.
SUITE 1000
HOUSTON, TX, 77040