



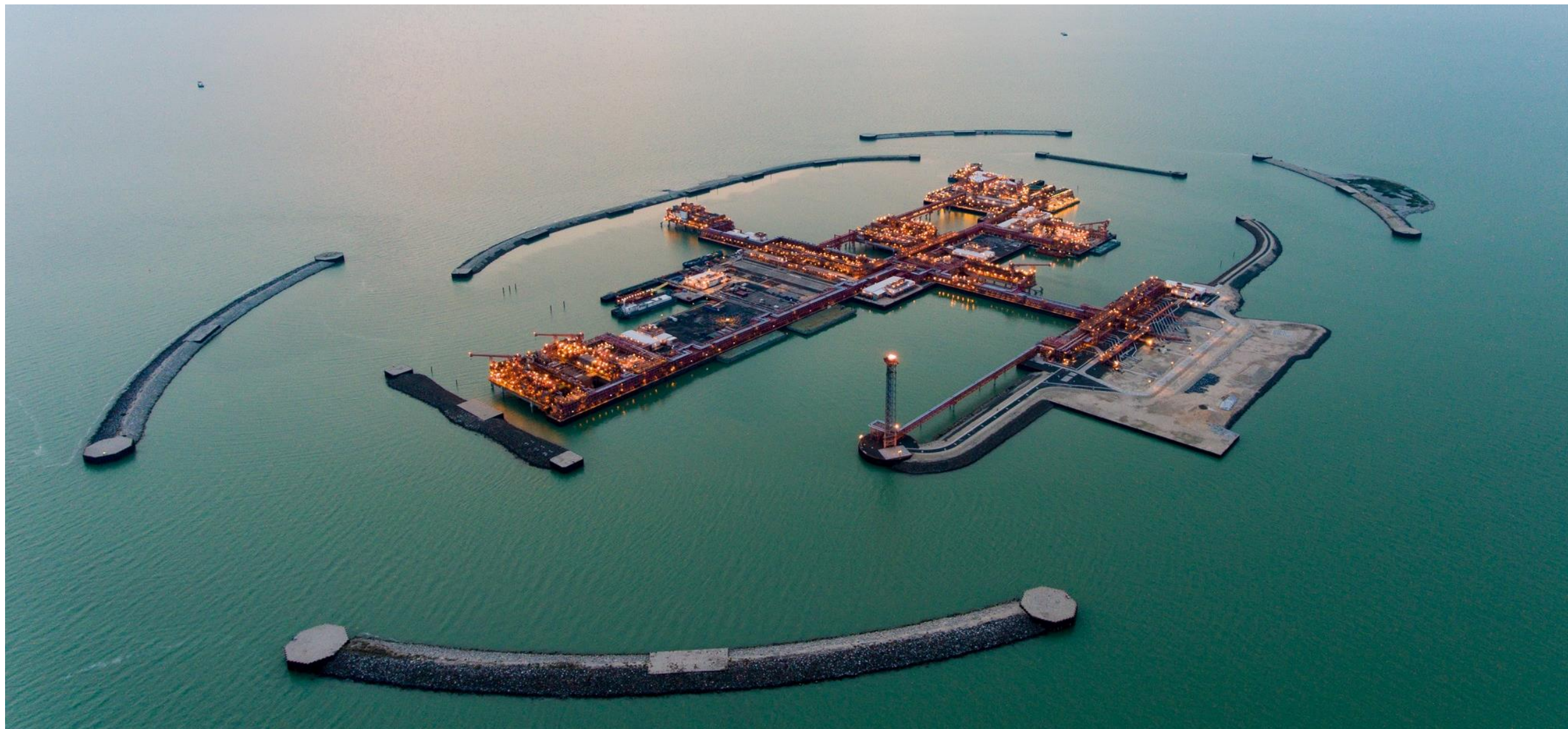
Effective Solution Center Management in an Omnichannel Environment

Dastan Sadyk

Lead IT Solution Center Engineer

North Caspian Operating Company

NCOC is the Operator of the North Caspian Project developing the first offshore oil and gas field in Kazakhstan. It covers three fields: Kashagan, Kairan and Aktoty. The giant Kashagan field is one of the largest hydrocarbon discoveries in the world in recent decades. The Project is managed by an Operator acting on behalf of the shareholders.



ExxonMobil



INPEX

Solution Center - provides consultancy, analyzes and resolves various IT problems. SC serves as the single point of contact for all IT-related issues for 5,000 users, acting as a bridge between business and IT.

Solution Center

Geographically distributed team

24/7 Support

8 Multilingual Service Desk Agents
for 5000 customers

1st Line IT Support (60% of cases closed
on that level)

Single point of contact
for all IT related issues

Contact Channels

Call-center

Corporate Email

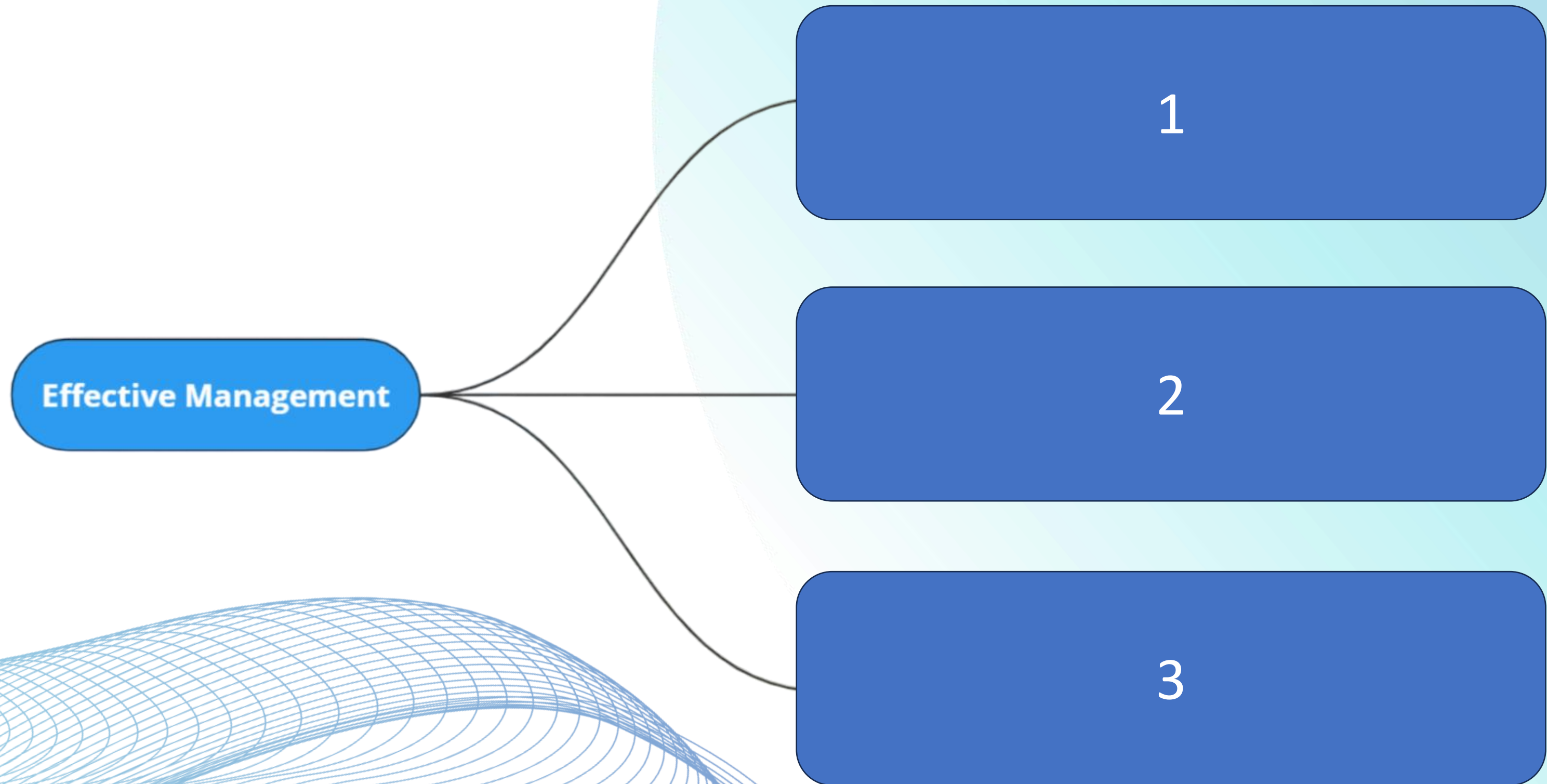
ChatBot

Corporate Social network
(Viva Engage)

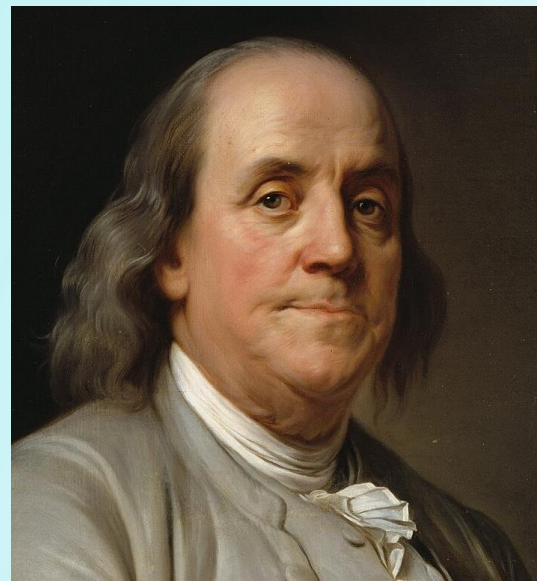
Requests via Service Catalogue

Effective Management of Solution Center

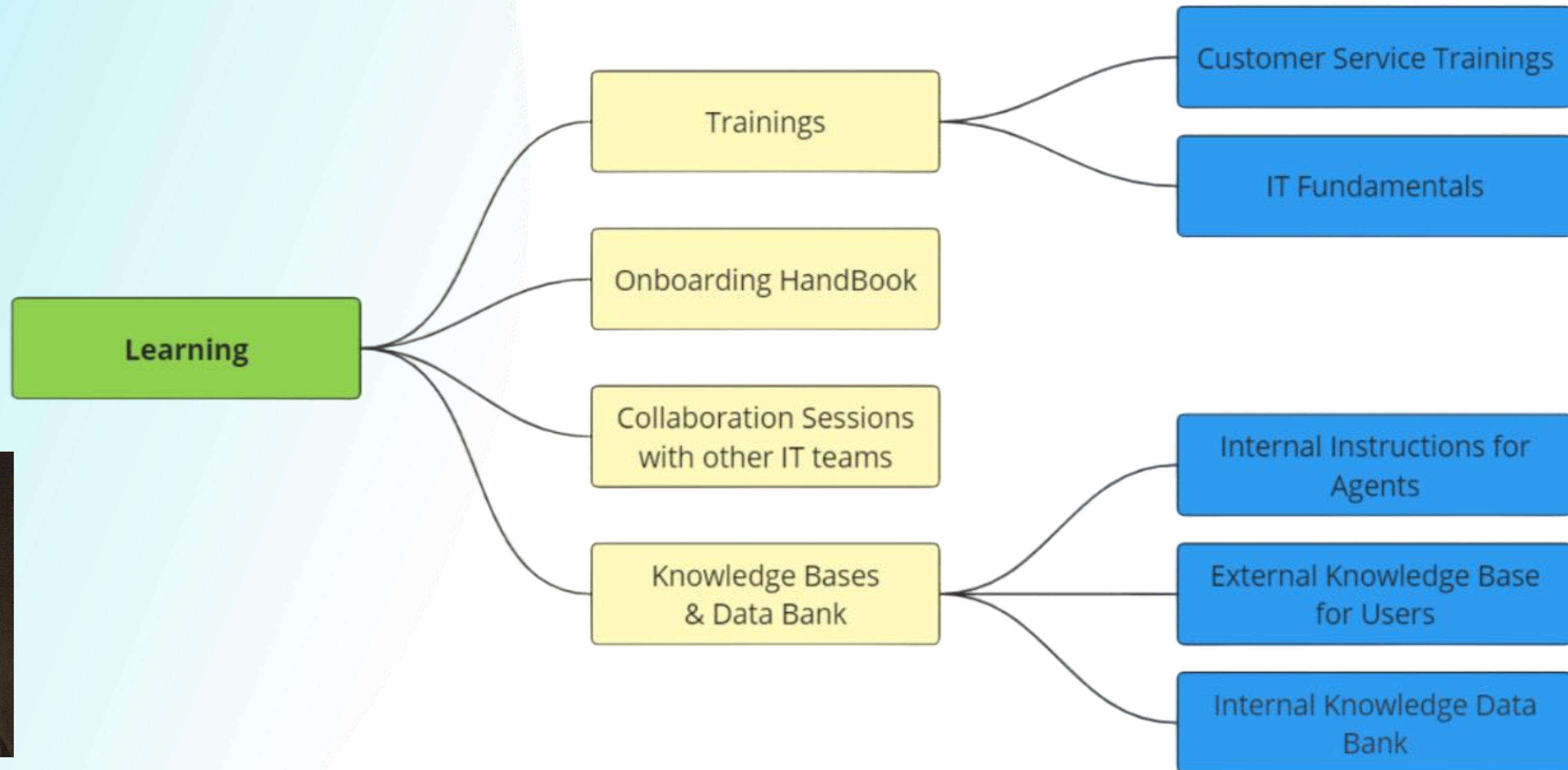
True effectiveness in management comes from the harmonious blend of learning, control, and motivation, empowering teams to achieve remarkable outcomes.



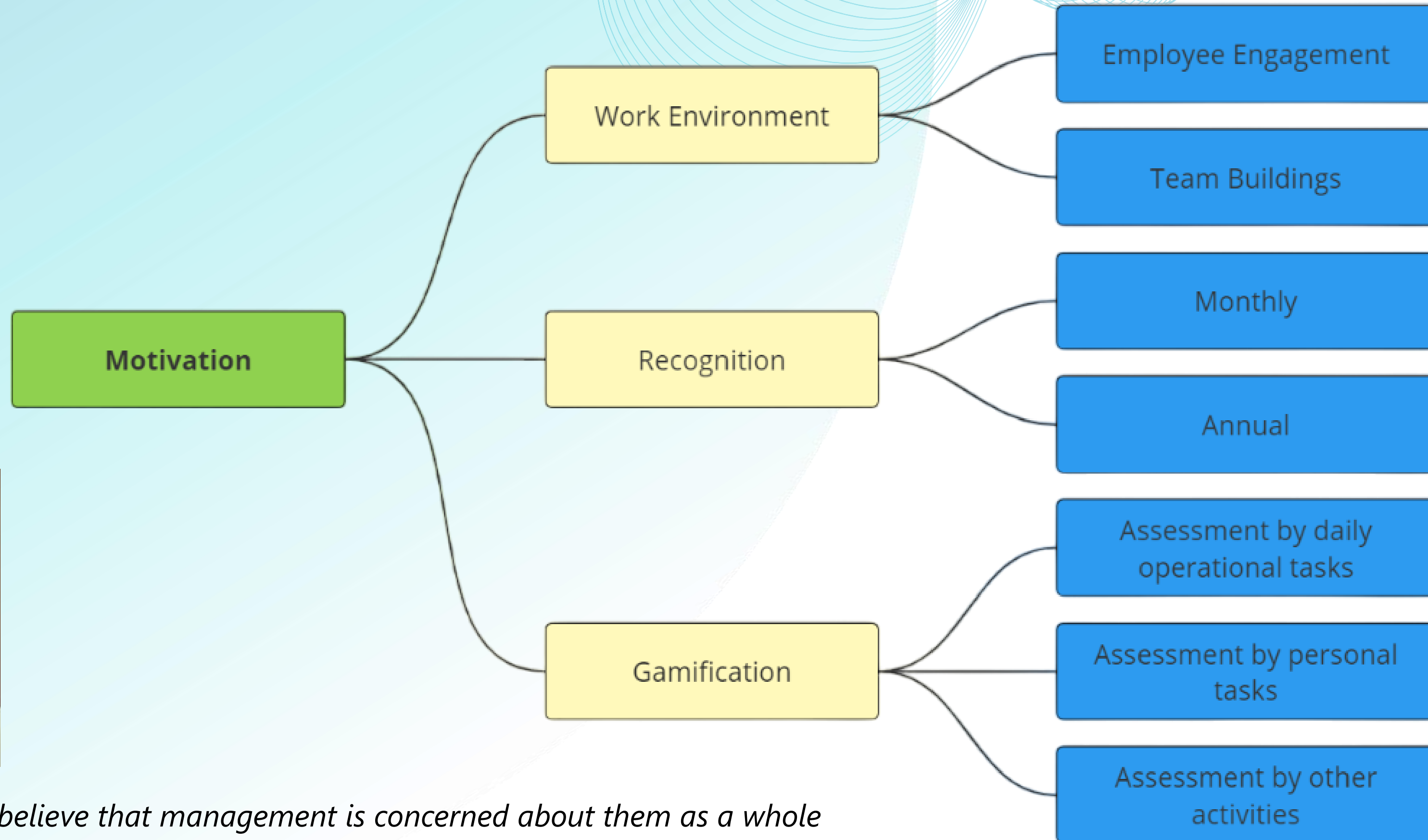
Learning



*"Tell me and I forget, teach me and I may remember, involve me and I learn."
- Benjamin Franklin*

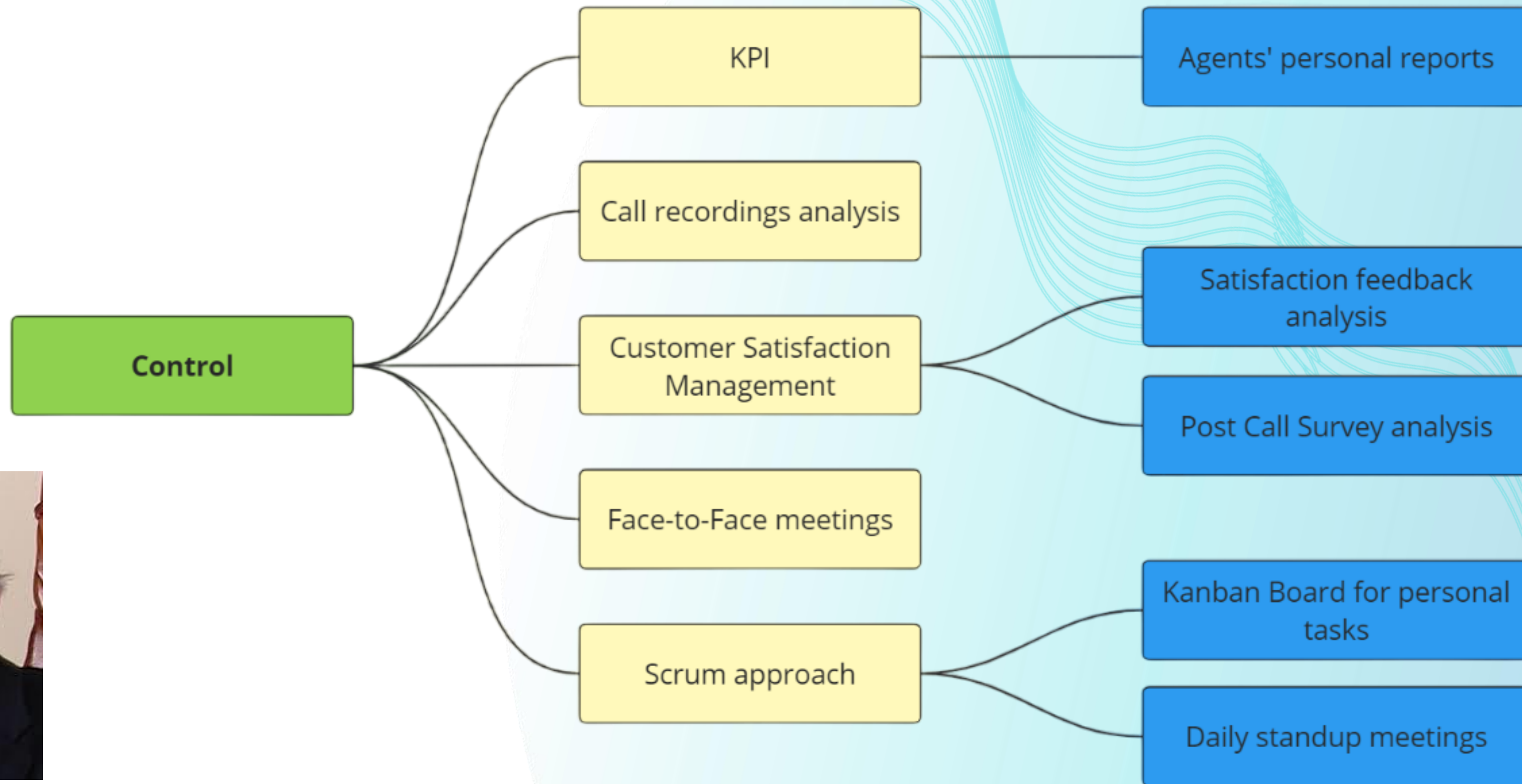


Motivation



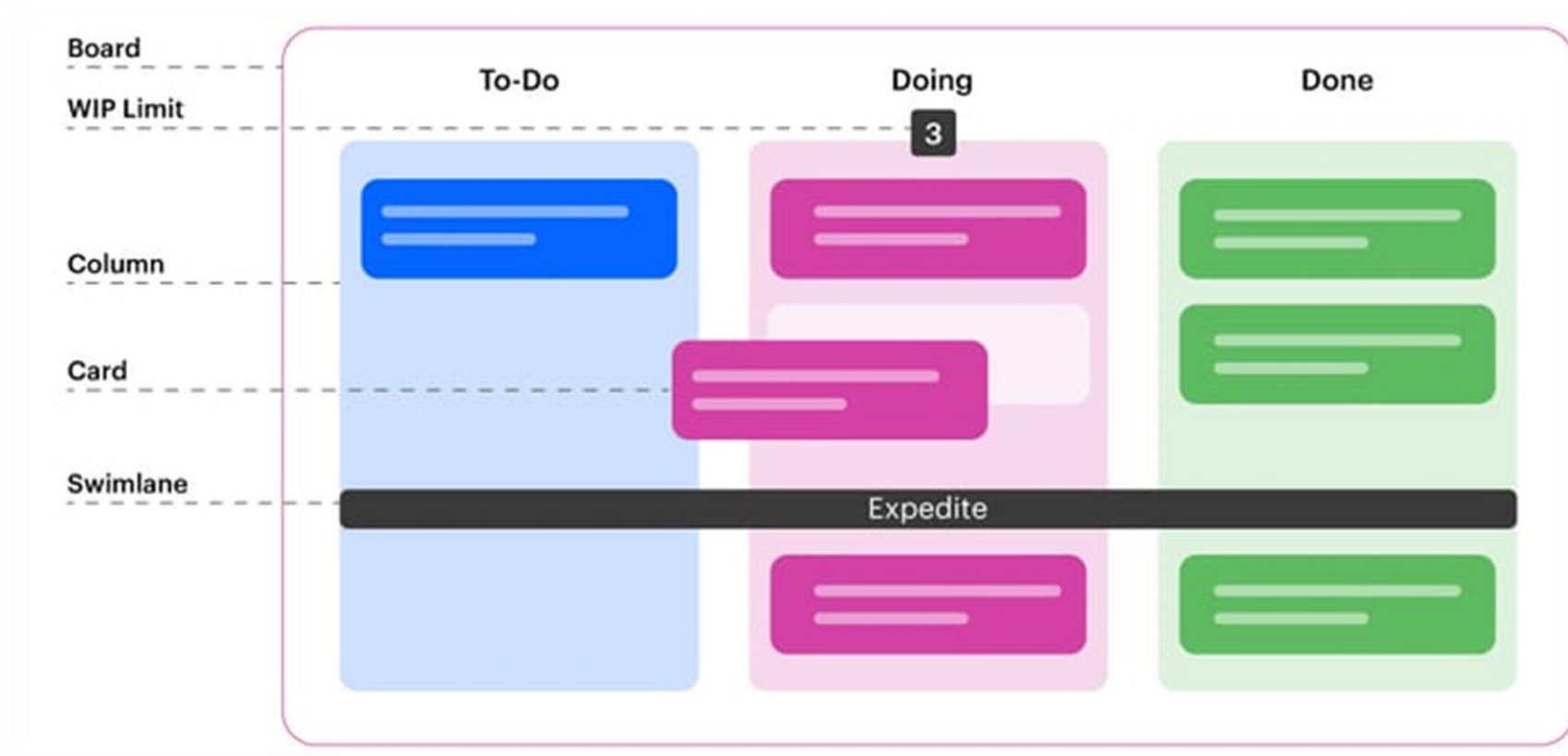
"Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability." – Anne M. Mulcahy, Former CEO of Xerox Corporation

Control



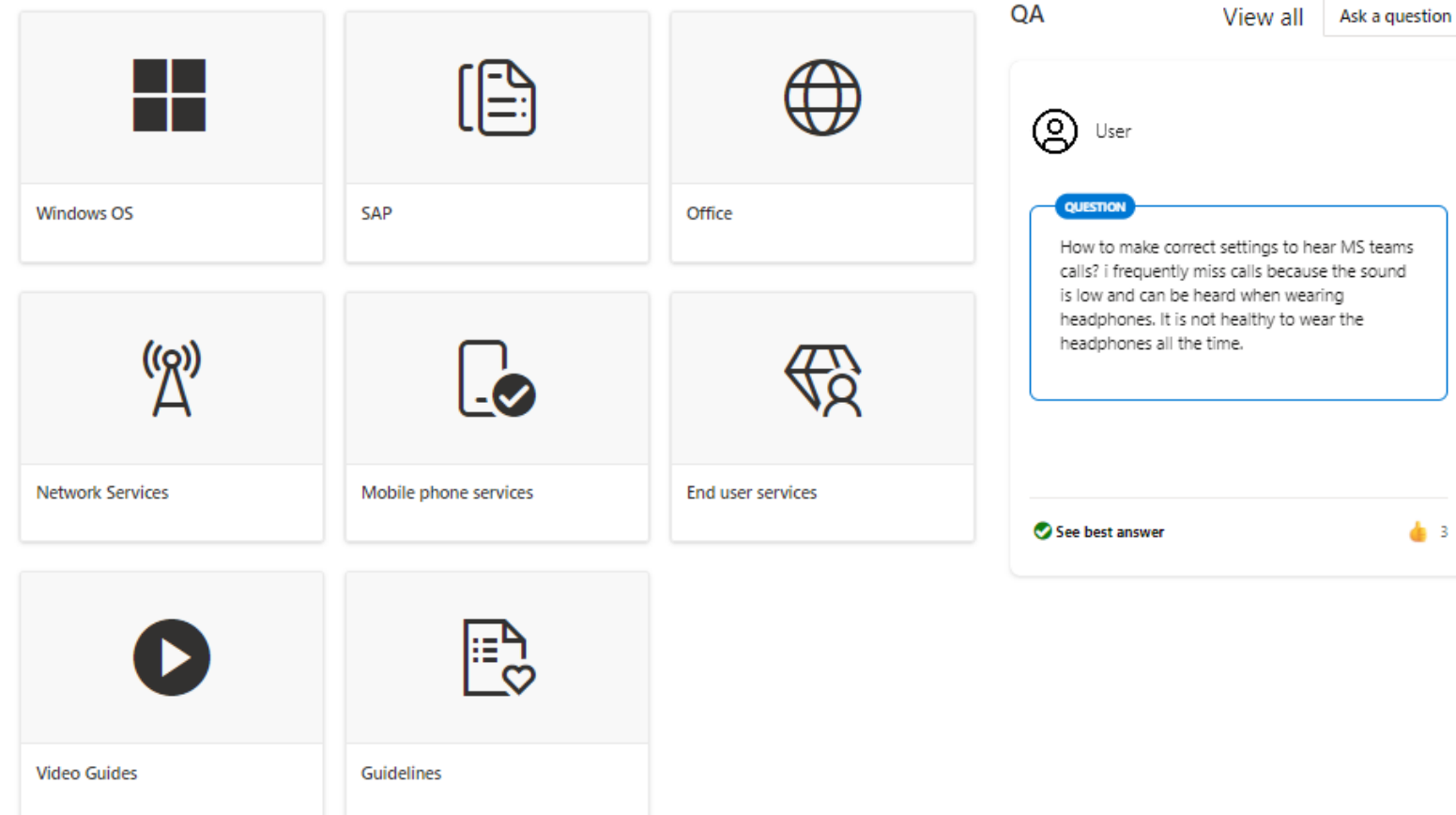
"Management is not about controlling people; it's about controlling processes." - Tom DeMarco, American software engineer, author

Kanban Board



Knowledge Portal

Knowledge Base



The Knowledge Portal interface features a grid of knowledge base categories:

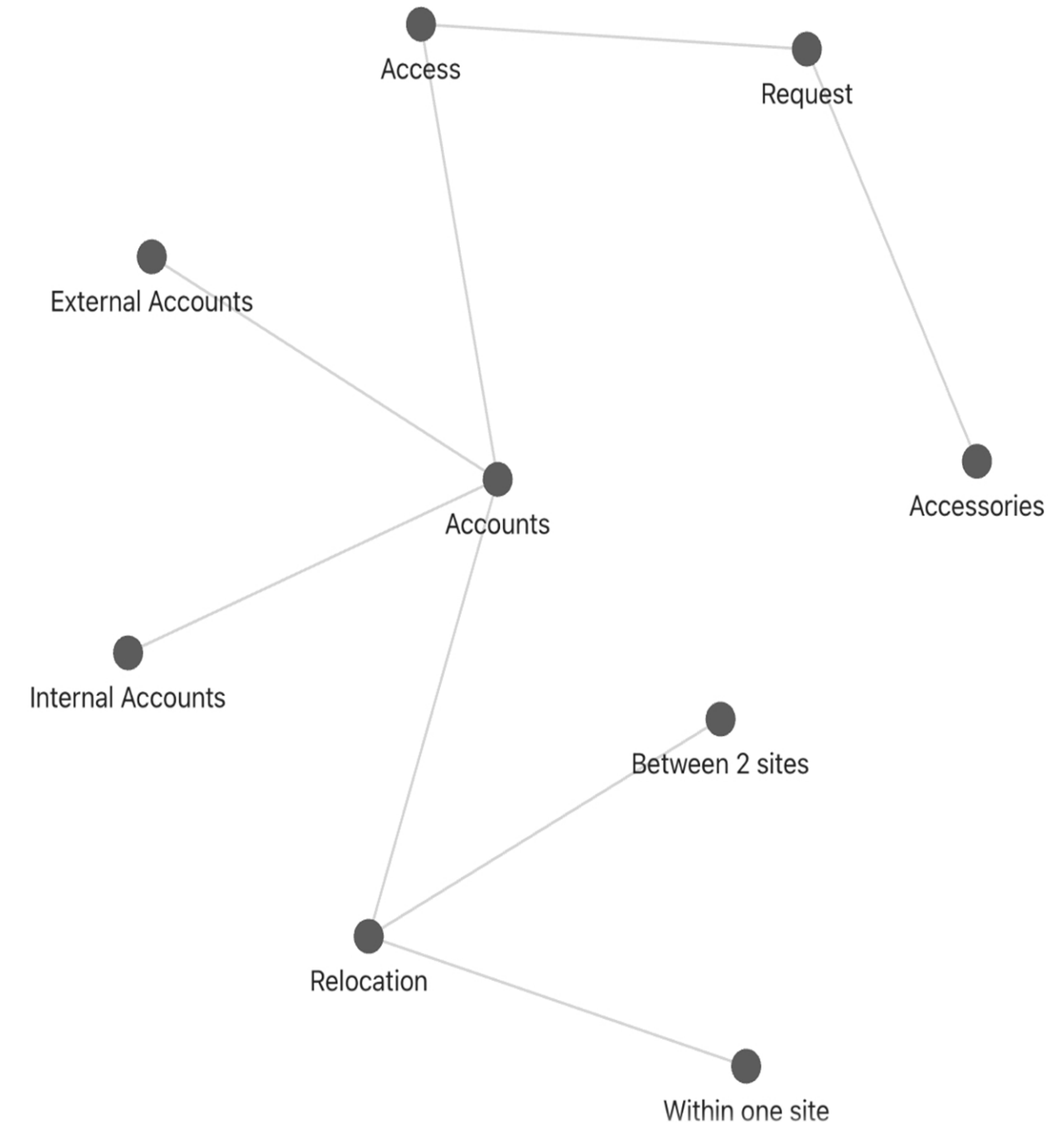
- Windows OS
- SAP
- Office
- Network Services
- Mobile phone services
- End user services
- Video Guides
- Guidelines

On the right, there is a QA section with a 'View all' button and an 'Ask a question' button. A user profile is shown, and a question is displayed:

QUESTION
How to make correct settings to hear MS teams calls? I frequently miss calls because the sound is low and can be heard when wearing headphones. It is not healthy to wear the headphones all the time.

Below the question, there is a 'See best answer' button and a thumbs-up icon with the number 3.

Internal Knowledge Data Bank



Data Bank - repository where all small pieces of Solution Center knowledge are stored in searchable and accessible way.

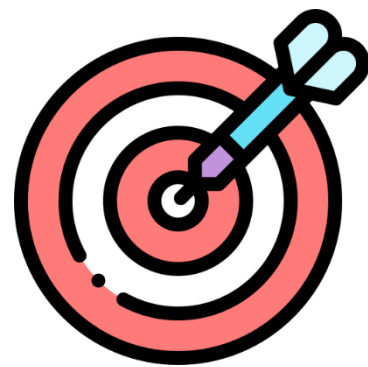
7 Rules of managing Solution Center staff



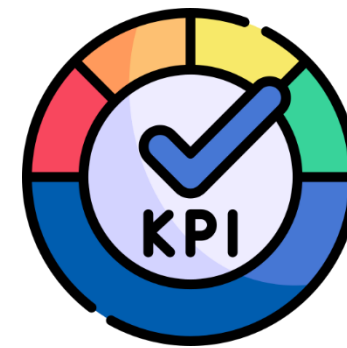
Lead by Example: Demonstrate commitment, professionalism, and integrity.



Active Listening: Address team concerns and act on feedback.



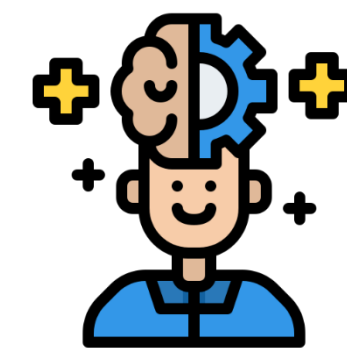
Set Clear Goals: Define SMART goals and ensure role clarity.



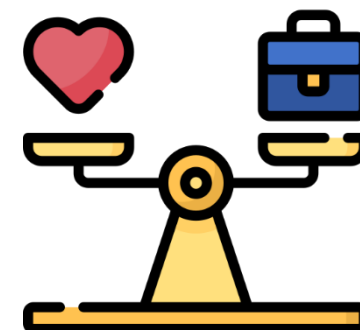
Keep KPIs Simple: Focus on a few essential performance metrics.



Foster Continuous Improvement: Promote ongoing learning and development.

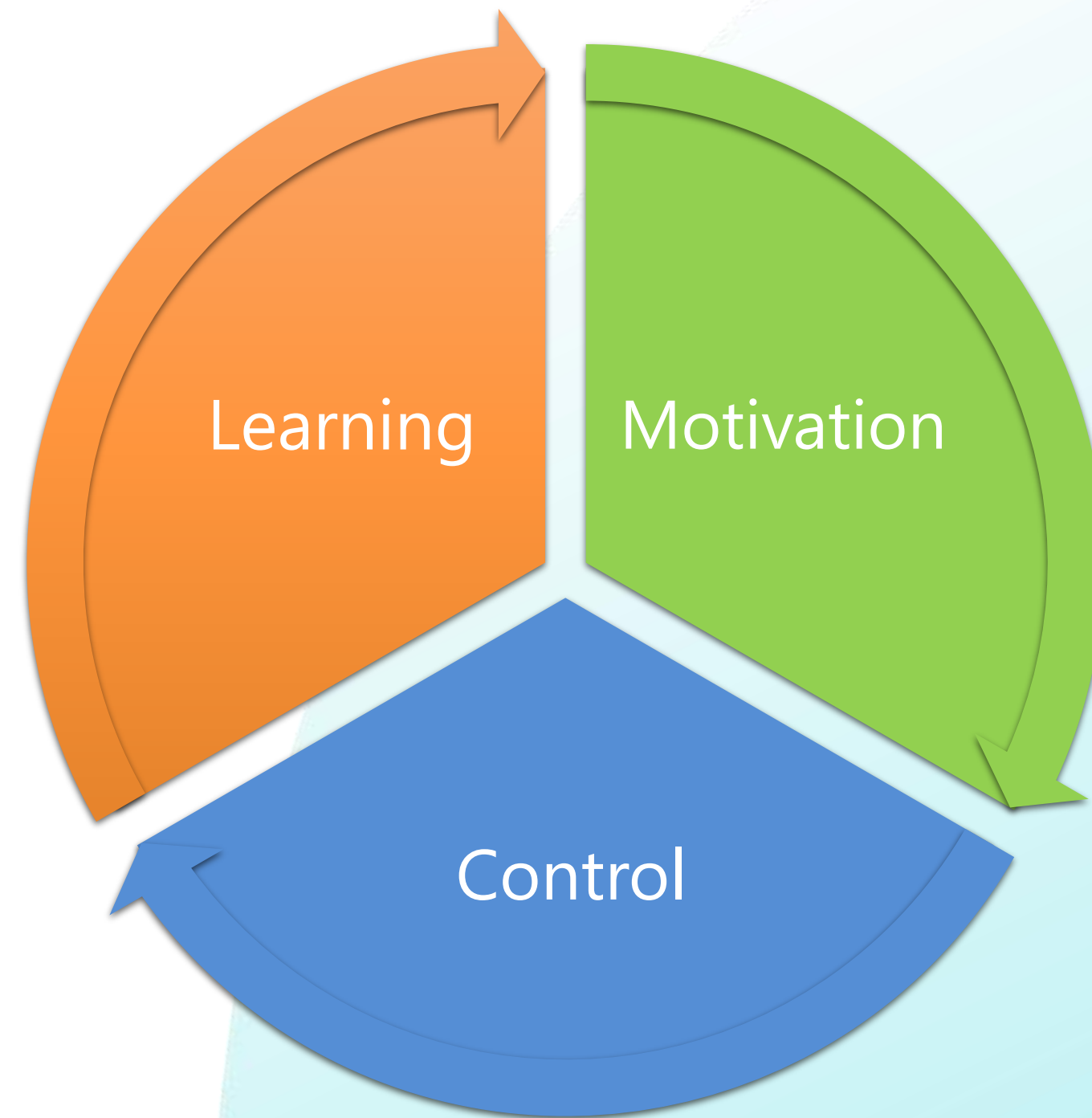


Encourage Innovation: Support new ideas and process improvements.



Work-Life Balance: Ensure manageable workloads and flexibility.

Effective management of service desk is a complex, continuous process that requires a balanced, focused attitude and creativity.





Thank you!



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Қазақстан Республикасы, 060002, Атырау қаласы, Смағұлов көшесі, 1, НКОК кеңсесі
Республика Казахстан, 060002, г. Атырау, ул. Смагулова, 1, офис НКОК
1, Smagulov Street, NCOC office, 060002, Atyrau, Republic of Kazakhstan

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