



CASE STUDY - P&O Ferries

Onboarding of the out of hours IT Service Desk team to enable continuous 24/7 support.

As a leading ferry operator, P&O Ferries required a strong, 24/7 IT Service Desk function to handle any customer incidents or requests. Out of hours, this service was handled by a third party provider. With a high level of staff turnover experienced, the service provided was not developed enough to meet with P&O's high standards. As customer service is such a vital pillar for them, they needed to implement an experienced response team. This team needed to provide robust incident resolution, responding to requests efficiently and effectively to ensure successful business operation.



CHALLENGE

P&O's IT Service Desk did not have sufficient resources to cover the 24/7 operation of the business. Their current provider's performance was less than acceptable as they sought exceptional IT support. The team from ICE would need to work closely with P&O to review their current support processes and identify gaps in the service.



SOLUTION

ICE implemented a reliable out of hours Service Desk that adhered to P&O's processes and high standard of support and deployed their DOT team before starting an in-depth on-boarding process: Documentation, On-Boarding, Triage. Our tried and tested 'follow the Sun' approach was adopted with professional IT teams from all over the world, in half a dozen time zones, providing support, training and detailed analysis.



VALUE

The team from ICE fostered a harmonious professional relationship with P&O to deliver a seamless transition to their business operation by the scheduled go-live date. P&O received detailed documentation plus real-time knowledge of the transfer process and customised training sessions from the DOT team. ICE implemented, managed and maintained a unique onboarding process, and provided continuous support to P&O Ferries.



CUSTOMER:
P&O FERRIES



INDUSTRY:
TRAVEL
Maritime



COUNTRY:
UK & EUROPE



ABOUT US

20+ Years Experience within Healthcare, Cruise & Travel

Your Technology Partners

P&O already had processes in place, and we are proud to have developed our teams to the standard that such a respected company deserves. We enjoy working with P&O and have forged a great relationship.



Conor Byrne – Co-Founder & Managing Director

At theICEway we ensure that we are tailoring our service to your company needs. We are always going the extra mile for our clients.



Ian Richardson – Co-Founder & CEO



theICEway.com



CLIENT TESTIMONIAL

Commitment to a Prosperous Partnership

Sean Everett, Application Support & Service Desk Manager

"ICE ensured that the whole onboarding process was as smooth and faultless as possible. Their team were great at putting our people at ease. Our two companies have built a solid foundation through this process. With ICE's travel sector experience, we were confident that they would be a reliable service provider. We knew from how professionally ICE handled the onboarding process that we had made the right decision. ICE provides high level of service. We are very pleased."



Vanessa Stuart, Head of IT Service Delivery

"ICE has worked closely with P&O and our partners since coming on board. They have settled in and delivered an extremely professional service that has been so seamless that we have also asked them to provide additional daytime support on an ad-hoc basis. Transitions like these are never without risks and problems but with the ICE team's professionalism and the relationship we have built together we have ensured a smooth service operation."

