![Sutherland logo] SUTHERLAND

petco

ABOUT THE CLIENT

A leading pet specialty retailer that focuses on nurturing powerful relationships between people and pets.

CLIENT CHALLENGE

Petco's internal 20-member IT help desk team was struggling to provide support to its 1400 retail locations, corporate offices, and remote employees in the US and Puerto Rico. The team could not keep pace with the high demand of technology-related problems that ranged from malfunctioning software to kiosks with faulty wireless connections to multiple POS terminal issues. In fact, before Sutherland, the IT help desk team was only able to close roughly 40% of all IT help cases. The result was frustrated store and corporate employees working in less than optimal conditions.

> "
> Hiring Sutherland was the best decision we ever made.
> **Vice President IT and CIO**
> "

THE SUTHERLAND TRANSFORMATION

To deliver on the key outcome of improving call resolutions and employee satisfaction, Sutherland implemented a store health and wellness check. This new process consisted of preventative store calls and root-cause issue analysis. Sutherland reduced downtime through the proactive monitoring of store systems, devices, and corporate servers, allowing the IT help desk team to get ahead of situations causing issues. In addition, the Sutherland team created store mockups to simulate the employee environment, which resulted in faster and more efficient issue resolution.
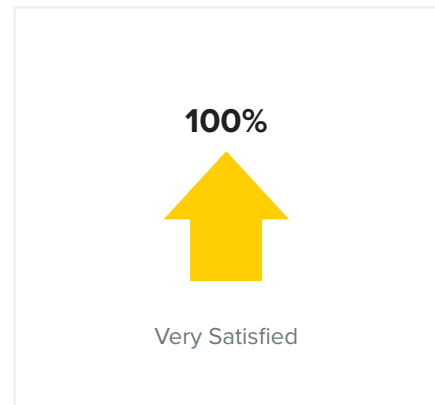
PARTNERSHIP RESULTS

Labor Cost Savings

>50%

Cases Closed

40%
Before Sutherland

80%
After Sutherland

Employee Satisfaction

100%
Very Satisfied

SUTHERLAND

Please Recycle
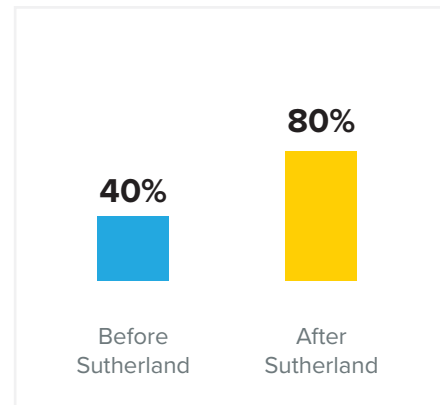
Tech Services

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.