

Success story



Problem:

- One of our clients in US who were using Microsoft Outlook and have been saving all his mails (PST folders) in his system. The client had saved his password in a secret folder and was not able to open the secret folder and retrieve the password. The entire mail data of his last 8years couldn't be retrieved.

Challenge:

- All passwords of client's are personal and sensitive and hence there is no authorized system to re-instate or retrieve these passwords. The client approached his vendors and his vendors approached Microsoft for a solution and both of them reverted back to our client stating their helplessness in this situation. The client was worried and panic on the importance of the email data.

Solution:

This client of ours whose Service desk was managed by us however this email management was not offered to us in the contract. On a casual discussion the client explained his issue and how both his vendor and the email provider couldn't be of any help. Our Helpdesk though didn't promise the client of any solution yet wanted to make an attempt and see if the client can be helped in some way. This discussion was around 3PM on that day and our team got into team headed by the level 2 support to explore the possibilities. One of those options was to use third party software for trial and this was not under the recommended practice. The third party tool was downloaded and was first tested internally to see if it would work. And after having tested the team got back to the client and instructed them on how to go about with the problem. In less than 2minutes, the client was able to reset his password and was successfully allowed to access the data.

The client was overjoyed by our action to walk an extra mile to provide a critical solution even though it was not under the scope of the contract. To be precise, the problem got resolved by 4.45PM, i.e., in less than 1hour and 45minutes the client was able to see the light for a problem that he was struggling for more than 10weeks. The client instantly sent a mail in appreciation for the help and invited the entire team to his office and felicitated us through his Managing Director personally acknowledging and signing an appreciation letter. One of the sentence in the letter states, ("I'm convinced about the deliverables of a Service desk through our vendor Carama and it speaks about the culture that was set within the organization for a team to walk an extra mile to see the smile in the customer!").