



Ontario Teachers' Pension Plan Improves Member Service & First Call Resolution with ScreenMeet

- ✓ **Increased** first call resolution by **10%**
- ✓ **Decreased** case reopen rates by **25%**
- ✓ **Decreased** average case handling time by **25%**
- ✓ **Decreased** new hire setup time by **50%**
- ✓ Overall increase in ServiceNow ticket utilization and logging
- ✓ Positive, measurable financial results from the implementation of ScreenMeet with ServiceNow ITSM with **\$275,000 in operational savings per year**

The Before

The Ontario Teachers' Pension Plan (OTPP) is based in Toronto, Canada, with offices worldwide, including New York, London, Hong Kong, and Singapore. This global organization provided support to their users across the world but were limited due to using a combination of disconnected applications for logging into instructors' computers to provide technical support.

Once the COVID pandemic hit in March 2020, OTPP had to pivot quickly to allow their employees to provide support from their homes. Suddenly, they found that their collection of support tools required complicated and time-consuming steps to get an individual on a call and allow them to give control to the support team. It was even more difficult when a user's computer had to be restarted and the user had to be walked blindly through the reconnection process.

OTPP required a streamlined, secure system to log into remote devices and provide support. After seeing ScreenMeet, they quickly decided to try them out. They wanted the ability to:

- Connect to a remote user with minimal interaction
- Take that machine over and provide a hands-on experience as if the analyst was actually working at the user's desk
- Reboot a machine and stay connected to that machine as it came back online

The After

In the past, when an agent had to escalate the case to the next level of support, they had to tell the user the next support agent would contact them shortly. Now, an agent can pass the user to the next level of support and even remain on the call to provide context and assistance. The result is increased first call resolution, and less time and money needed for teams to resolve a problem.

According to Waqas Mahmud, senior manager of the Teachers' Support & Services at OTPP, "To be able to reboot a machine and stay connected to that machine as it came back online was a real game changer for us! The number of tickets being reopened has significantly dropped, so the user experience is greatly enhanced."

- Increase in first-call resolution
- Improved customer satisfaction
- Less time to resolve tickets
- Increased efficiency of IT Help Desk staff (decrease costs per ticket due to time reductions)
- Increased employee satisfaction, based on internal survey results (contributed to employee retention which has an impact on cost savings)
- Enhanced the first touch on-boarding experience for new employees
- Able to remotely connect to any user worldwide – even while travelling
- Ability to see and support iOS devices (new capability for OTPP)
- Take control of users' machine with no employee interaction needed (i.e., force a reboot)
- Can assist contractors/consultants that utilize non-OTPP devices
- Dual agent support capability on same session (i.e., first call resolution increased)
- Full admin privileges on device, with key shortcuts and no additional tools required



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Why ScreenMeet?

With support agents now working out of their home, OTPP required a product that would make it seamless for for them. Additionally, OTPP required a product that would make it easy for agents to remotely connect to user devices, help resolve issues, and then reboot the device and remain connected.

"We have the ability to connect to anybody as if we were there face-to-face to help support them," said Mahmud. "We're able to help support machines outside of our domain altogether and get people up and running in a shorter period of time. Without ScreenMeet, I don't know how simple this would have been for us."

How does Mr. Mahmud see support in the future? "I think we will be seeing a hybrid model of some agents working in the office and some agents working from home as we go forward, and ScreenMeet will help up do that."

Watch the 30 minute webinar with OTPP, ServiceNow, and ScreenMeet to hear the entire story - [access the on-demand session here](#).



To be able to reboot a machine and stay connected to that machine as it came back online was a real game changer for us!



The turnaround and the user experience in terms of what we've seen surveys and feedback has been tremendous.



We were now able to take control of that machine, look at the errors and to advise the user exactly what to do as a next step. Without ScreenMeet, I don't know how simple this would have been for us.



We're able to help support machines outside of our domain altogether and get people up and running in a shorter period of time.

[Watch the Full On-Demand Webinar Here](#)