

Creating a Virtual Helpdesk for a Leading Energy Company

In the face of Covid-19, the KellyConnect team quickly transformed their approach to create an offsite solution for a new helpdesk function.

The global pandemic has created disruption and uncertainty for businesses around the globe. One of Kelly's manufacturing clients was poised to launch a new helpdesk function as Covid-19 hit and non-essential workers were asked to work from home.

The KellyConnect team helped this client to reimagine their helpdesk facility and rollout a virtual solution that allowed KellyConnect employees to work from home. This included converting training materials to a distance learning course. By quickly finding an alternative solution and implementing it seamlessly, our team was able to ensure no disruption of service to our client's customers.

Thank you to all the amazing members of the Kelly community - individuals and organizations - who are doing their part in the battle against this global health crisis.



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