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ITRON PUTS OSIATIS IN CHARGE OF MULTILINGUAL SUPPORT FOR ITS EMEA USERS

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Itron, the world leader in intelligent metering, data collection and data management systems for utilities industries, has entrusted Osiatis with the management of its EMEA multilingual service desk. *"Itron wished to create a platform which could manage level 1 support in 5 languages* for its 2,200 EMEA employees"*, says Juan Macias, Co-Managing Director of Osiatis Spain. *"We therefore designed a service based on a "single point of contact" principle, in this case, our service center in Madrid"*.

By adopting this solution, Itron intends to offer its users a high-level service which will take into account their operational needs and to provide a tool equipped with testing and reporting functionality which can support the company's continuous improvement approach. *"Osiatis has created infrastructure which is both flexible and high-performance, and can provide high-level multilingual support",* says Pierre Poinsignon, Itron IT Operations Manager. *"All this has been made available near shore, which guarantees quality and the responsiveness of all participants".*

One of the strong points of Osiatis' service is the performance of its Spanish platform, which brings together technicians trained for the specific requirements of clients and makes support personnel available who speak the client's native language for each of the countries covered. This infrastructure and expertise allowed it to launch the operational phase of the service just four months after the launch of the tender.

The deployment of IT support began in September 2012 in two countries and will be gradually extended to the five designated languages between now and December 2012, contributing to improve the productivity of Itron's remote teams. Eventually, almost 2,000 calls per month will be handled by the Madrid-based platform with a global-scale extension of coverage for Itron on the horizon.

*French, English, Spanish, Portuguese and German.