ELEVATED IT Ltd
TECHNOLOGY THAT ENABLES GROWTH

SELECTED ENGAGEMENTS / FOUNDER CAREER EXPERIENCE

IT Service Transformation

~2 hours → 15 minutes

~80% improvement in resolution times

OVERVIEW

A growing organisation needed a more responsive, capable and cost-effective IT service operating model.

CHALLENGE

- Slow first response and extended resolution times
- Limited internal capability
- Dependency on external providers

APPROACH

- Service desk redesign and process improvement
- Development of internal capability and operational reporting
- Service level management and user-focused support
- A culture of accountability and continuous improvement

OUTCOMES

- First human response reduced from approximately two hours to 15 minutes
- Resolution times improved by approximately 80%
- Internal IT capability significantly expanded
- Strong service-level performance sustained over multiple years

CAPABILITY AREAS

IT Service Management · Service Transformation · Operational Improvement · Team Leadership · Customer Experience

Representative work from founders' prior careers; not projects delivered by Elevated IT Ltd.

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