



## Dechert LLP Selects Keno Kozie to Fulfill Help Desk Demands

CHICAGO – February 11, 2010 – Keno Kozie announces that Dechert LLP, an international law firm with offices across the United States, Europe and Asia, has begun working with Keno Kozie to receive first-line help desk support for the law firm's 2,000 users. Keno Kozie is a leading provider of information technology design, service and support to law firms and legal departments worldwide. Dechert selected Keno Kozie based on a number of factors, including their in-depth knowledge of law firm applications, their ability to resolve issues at the first point of contact, and their customer satisfaction guarantee.

Dechert is a top-ranked, growing firm with 19 offices around the world. Because the sun never sets on these global offices, Keno Kozie provides Dechert with first-line help desk support 24/7/365 through its support center located in Chicago. Keno Kozie also provides Dechert with translators so users in non-English speaking countries can get the help they need.

In selecting Keno Kozie, Dechert required that several critical success factors be met, including:

- **First Call Efficiency:** In just the first month of service, Keno Kozie resolved 78 percent of issues on the first call. The firm currently is achieving an 80 percent first call efficiency rate. The remaining 20 percent of Dechert's help desk issues require desk-side resolution.
- **Customer Satisfaction:** Currently, 99 percent of client satisfaction survey responses received by Dechert report satisfaction with the way issues were resolved.
- **Staffing Levels:** Because Keno Kozie analyzes support incident data in real time and on a daily, weekly and monthly basis, the company is agile in staffing to accommodate changing incident volumes.
- **Call and E-mail Answer Time:** Currently, 95 percent of Dechert's calls are answered within 15 seconds with an average speed to answer of 10 seconds and an abandon rate of 1 percent. The goal is to answer 100 percent of all e-mails within 15 minutes.

"The level of effort it took to bring Keno Kozie up to speed with our systems and applications was minimal because of their in-depth knowledge of legal applications," said Michael Shannon, Chief Information Officer at Dechert. We only needed to devote one FTE to the transition project in the month before and the month after contracting with them."

"We evaluated a number of help desk providers, and many of them could not meet our needs for 80 percent first call resolution, global support, and real-time monitoring of SLA's. Keno Kozie impressed our selection team on these

points, along with their law firm experience, references, and pricing," said Andrew Lexa, Dechert's Director of Information Technology.

"E-mail response time is important for our international offices because many staff are proficient at writing but may find difficulty in explaining their issues over the phone," added Sam Jegou, Dechert's IT Manager, Europe and Asia Pacific, who is based in the firm's Paris office. "When we send help desk questions through e-mail, we consistently have resolutions within 15 minutes."

Keno Kozie is handling 3,200 calls on average per month from Dechert's users. In addition, the company provides in-depth management reporting that is valuable to both Dechert and to Keno Kozie. Dechert IT management log in to a Web-based dashboard to see what is happening with service levels in real-time. Team leaders at Keno Kozie do the same, watching for any issues that may be developing and resolving them immediately, ensuring that users at Dechert receive optimal service at all times.

"We are more than just a help desk organization, and I think Dechert appreciates that," said Barry Keno, President of Keno Kozie. "We offer the resources of a full-service integration firm and we have many years of experience working with law firms. We understand how lawyers and support staff work and what they need to be effective and efficient. Our team consists of subject-matter experts on most law firm applications and our first-call resolution rate is higher because of these resources. There aren't many other organizations that bring all the resources to the table that we do."

#### **About Keno Kozie**

Keno Kozie Associates, Ltd. has been providing information technology design, service and support to leading law firms and legal departments since 1988. Hundreds of firms have chosen Keno Kozie to provide IT consulting, system integration, advanced application integration, 24X7 help desk support, training and managed services. The company maintains partnerships with many leading software and hardware vendors to provide clients with optimal value and support. [www.kenokozie.com](http://www.kenokozie.com).

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