

# Global Information Technology Outsourcer



## The Challenge

One of the world's largest IT services companies was going through a reorganization and had to decide whether to continue offering data center services as a profit center or as a support service for their computer products divisions. The outsourcer began its search for a back-line support partner that could provide the logistical and intellectual property support to reduce costs and expand the portfolio of their data center maintenance support offering. Critical to their decision was the ability of the chosen partner to maintain the company's high standards and level of support and fulfill their end clients' requirements.

## The Solution

The outsourcer chose DecisionOne as its back-line support partner due to DecisionOne's extensive geographic footprint and its proven experience in providing outstanding service in back-line logistical and remote support. Once selected, DecisionOne invested in the spare parts to provide the back-line support for our outsourcer customer, and then took responsibility for managing the inventory, and providing replenishment and repair. As a part of its role, DecisionOne created a training program, and employs it to train our outsourcer customer's Field Engineers who provide the onsite support. Call home error messages from the end clients' data center equipment are received and interpreted by DecisionOne technical engineers, then communicated to our outsourcer customer's Customer Service Engineers — either dedicated onsite or dispatched. DecisionOne Level 3 techs also provide third level tech support for the outsourcer's field engineers when needed.

Our outsourcer customer's reorganization concluded during the first quarter of DecisionOne's Back-Line Support program. The reduction in costs provided them with a positive revenue statement and changed the direction of the organization towards becoming a profit center rather than a product support organization. The DecisionOne opportunity — originally intended to be a nine- to eighteen-month solution — mushroomed into a program that tripled in size within two years and continues to grow with deepened support and cooperation.

## Results

By engaging DecisionOne's back-line technology support services, our outsourcer customer was able to rejuvenate a failing business process and realize the following results:

- Significant cost reduction and revenue generation by outsourcing versus providing all the required support with in-house resources
- Expanded offering into "White Space" coverage with DecisionOne providing full maintenance support — enhancing their area coverage and expanding their offering with DecisionOne's complete Data Center/High Availability product portfolio
- Establishment of a single source service provider for the outsourcing of logistics, remote, and onsite back-line support
- Increased customer satisfaction ratings due to parts being where they should, when they should

“Engaging DecisionOne to provide back-line support services has enabled us to continue to give our customers the benefits of all our core competencies without the investment. DecisionOne is a true partner.”

—Global Information Technology Outsourcer

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.