

Global Risk Management & Capital Consulting Provider

Case Study



The Challenge

A leading global provider of risk management services, insurance brokerage, and human capital consulting wanted to meet aggressive cost saving targets while enhancing desktop services to more than 12,000 users. Via a leading global IT outsourcer, the end-user client sought a national, multi-vendor organization that had the technical expertise and 24/7 geographical coverage to meet their warranty and post-warranty support requirements for

PCs, laptops, and servers in 168 locations throughout the United States. Critical to the selection, was partner's ability to provide dedicated and leveraged field technicians and ability to ramp support when needed while providing a seamless transition and minimizing the cost of upgrades.



The Solution

DecisionOne's Managed Desktop Service (MDS) solution ensures the end-client's IT system availability without costly service delivery infrastructure investments. Through dedicated and leveraged field support for more than 12,000 PCs and laptops, and 1,400 servers and tape management systems, DecisionOne provides onsite services including IMAC's, hardware maintenance and desktside support. To ensure a smooth transition, DecisionOne provided a program manager, an on-site work-flow coordinator, site visits and transition status meetings to ensure target milestones are met. The solution resulted in faster equipment restoration times, improved end user productivity, more efficient asset management, and broader coverage for the client- all with significant savings.

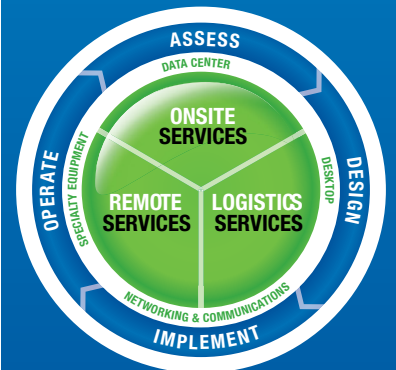
The Results

The client achieved the following results:

- Improved IT system uptime, reduced operating costs, increased customer satisfaction and SLA attainment
- Flexibility in a dedicated and leveraged field force customized to meet specific service needs
- Nationwide field coverage that enables a dynamic and scaleable approach to service delivery
- Standardized, consolidated reporting for all technology service events, resulting in improved end-client IT services forecasting

“Engaging DecisionOne to provide Managed Desktop Services and server support enabled us to meet our aggressive cost saving targets while enhancing enduser productivity and IT systems availability. DecisionOne’s technical experience, flexibility and coverage capabilities enables us to ensure consistent IT services without costly infrastructure.”

— Diane Henegar
Global Service Delivery Executive



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