

# International Maintenance Corporation (IMC)



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## The Challenge

International Maintenance Corporation (IMC), a Cleveland, Ohio based company that sells and leases new and used IBM and IBM-compatible equipment, sought a new partner to provide comprehensive technology support services to its high availability equipment clients. The company was faced with escalating costs and diminishing quality of service from its existing services provider. Because the reseller industry as a whole was in the midst of a transformation to become more service-oriented, IMC's management team recognized an opportunity to both sharpen the company's focus on client needs and differentiate the company from its competitors. Therefore, critical attributes their new partner would have to possess were excellent quality services and response time, as well as the flexibility to tailor services to meet varying client needs.

## The Solution

By engaging DecisionOne's full complement of remote, onsite, and logistics services, IMC was able to provide its customers with top-quality, rapid response support for their high availability equipment at a cost that was significantly lower than securing support from the hardware manufacturer. The proposed support model included the following components: 1. Immediate help desk access; 2. Skilled remote troubleshooting to quickly determine the source of the problem; 3. Dispatch of experienced engineers to the client site with the required replacement part(s) with the ability to send broken parts back to the manufacturer or DecisionOne's logistics services center for repair, and 4. Direct relationship and contact with manufacturers to ensure timely return.

At the core of the solution is a preventative maintenance program that makes a full range of high availability data center services available, including 24x7 remote support with tools for remote diagnostics and communication, experienced onsite engineers on-demand and hand picked to meet the specific needs of each customer, an extensive multivendor parts inventory, and depot repair as required. This extensive portfolio of services not only bolstered client satisfaction, but has also helped IMC to extend their brand and offerings into services — enhancing customer value and loyalty.

## Results

By engaging DecisionOne's high availability data center technology support services, IMC was able to realize the following results:

- Significant cost reduction while increasing the quality of technology support provided to clients' high availability equipment
- Establishment of a single source service provider for the outsourcing of remote, and onsite, and logistics/depot repair support
- Increased customer satisfaction due improved responsiveness, enhanced quality of services, parts availability, and industry-leading support processes
- Successful, 15+ year relationship with DecisionOne

“We selected DecisionOne years ago because we needed to provide our clients with better service. Fifteen years later, DecisionOne has met and exceeded every goal set before them. Their flexibility, responsiveness, and breadth of high availability services has not only enabled us to maximize the systems availability of our client base, but has also resulted in the customer loyalty and satisfaction we were striving to attain at the start of our partnership.”

—Pat Gibbons, President,  
International Maintenance  
Corporation (IMC)

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.