

Tyco Electronics

Case Study



The Challenge

Global electronic components manufacturer Tyco Electronics was seeking a national, multi-vendor service organization that had the technical expertise, geographic coverage, help desk support, and 24/7 coverage to meet their warranty and post-warranty service requirements of more than 9,000 PCs, servers, and peripherals dispersed throughout the United States. As a world leader in cutting-edge wireless, active fiber optic, and complete power systems technologies, Tyco operates around-the-clock, therefore downtime has a significant impact on employee productivity, customer servicing, and ultimately the company's bottom line. Tyco required a service partnership and delivery model that utilized remote and local resources, and the ability to route and track consistently service transactions to other internal and external teams for resolution.

The Solution

In a highly competitive situation, Tyco selected DecisionOne based on our integrated remote and field support capabilities to address their complex and distributed desktop/laptop environment. DecisionOne ensured IT system performance and availability all without additional IT resources or investing in costly service delivery infrastructure.

Our solution includes remote technical and process phone support, essential call triage and diagnosis and, when required, onsite field support for hardware repair. Tyco is able to review and monitor service performance aiding them in making better business decisions about their end-user environment. The result is faster equipment restoration times, improved end user productivity, more efficient asset management, and broader coverage — all with significant savings for Tyco Electronics.

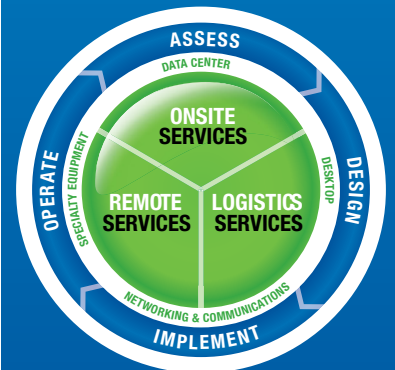
The Results

Tyco was able to achieve the following:

- Decrease training costs while completing company-wide MS Office upgrades by leveraging DecisionOne's remote and field capabilities
- Tracking and resolution of more than 150 hardware and software calls per month, with call closure rates exceeding 85%
- Increased uptime with next-day restoration on peripheral devices and same-day field services
- Instant registration process and tracking when adding or changing equipment not currently covered in the agreement

"DecisionOne consistently exceeds both our SLAs and our expectations. We view our relationship with DecisionOne as an insurance policy that delivers consistent, reliable service with minimal involvement on our end. DecisionOne has the expertise to manage our technology support so our employees can focus on developing cutting edge electronics."

— Alan Loesch
Help Desk Manager at
Tyco Electronics



US Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179

www.decisionone.com