

U.S. Federal Government Agency



US Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179
www.decisionone.com

Challenge

A major U.S. outsourcer was awarded a contract for technology infrastructure support and management for a major U.S. government federal agency. The outsourcer required qualified and secured personnel to cover desktop and peripherals support in the agency's headquarters, field offices, and OCONUS — locations outside the continental United States. Specific tasks included physical inventory, asset tracking, and recording; maintenance of existing legacy systems, technology refresh, desk-side/desktop support, installations, moves, adds, and changes, data migration and image loading.

Our Solution

Understanding the role security played in the agency's culture and service delivery success, the outsourcer teamed with DecisionOne to expedite the process of securing top-secret clearances for qualified field service engineers. Once cleared, the DecisionOne team completed the equipment inventory in less than 60 days, and then assumed ongoing responsibility for maintenance and repair of all existing units. The team then managed the deployment and implementation of more than 5500 new systems utilizing a geographic rollout strategy. When it became clear that the volume of agency inquiries and service tickets generated by the project outpaced the volume anticipated, DecisionOne was called upon to provide technical/help desk service desk specialists for 90 days to augment the agency's internal help desk during the transition. To complete the solution, DecisionOne provided the agency with a customized warranty management program. Due to the critical nature of the agency, their required response levels exceed the terms of manufacturers' warranties. DecisionOne gained permission to act as a special services agent to supply parts and services that meet the requirements in excess of what their OEMs would typically offer.

Results

By engaging all of DecisionOne's lifecycle technology support services, our outsourcer customer was able to deliver the following to its U.S. federal agency customer:

- Assessment and physical inventory of 225+ offices worldwide, with equipment surveyed, recorded, and consolidated in a master inventory database
- Complete technology refresh, with 5500+ new systems deployed nationwide; completed ahead of schedule and under budget — allowing \$3M to be redirected to support other operational initiatives
- After 90-day ramp up, DecisionOne customer satisfaction and performance standards continue to exceed 90% for Field Services — versus the 78% industry standard
- All DecisionOne provided technology support services met the agency's SLAs — exceeding 94%
- Average time to respond and resolve customer issues dropped to a 48 second average — surpassing the industry standard by 30% with DecisionOne team of technical service desk specialists

“When we sought to augment our services for outsourced technology support, we needed a partner with complete geographic coverage and qualified, government-secured personnel in place. DecisionOne had the full package and the ability to engage in the full lifecycle of technology services required for this contract.”

— U.S. Government 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.