

Case Study:

MANAGED DESKTOP SUPPORT SERVICES

Challenge:

Business challenges: Although the client was already outsourcing most desktop support functions, it believed there were still significant opportunities to improve the delivery and coordination of those services. Quality of service was extremely important, given the fact that employees are highly compensated and are performing high-value transactions. Enhancing their productivity and reducing their downtime could directly affect the company's profits. However, actual service quality was not always accurately measured, and it appeared to be uneven over time and across divisions and locations. To improve the quality and reliability of service, the client wanted to set and enforce uniform, ambitious goals for problem response and resolution.

The client had also discovered that support costs were unpredictable and not always understandable. It hoped to control expenditures by making costs more predictable and more transparent.

Contracts with multiple independent vendors had led to finger-pointing and to confusion about vendors' responsibilities. The client wanted to ensure seamless service delivery.

Finally, because the client wanted to continue improving services and meeting new business challenges, it required access to desktop support experts who could benchmark and apply best practices in the field.

Technological challenges: The multiyear engagement encompassed more than 14,000 desktops and approximately 12,000 users located in nine states across the U.S.

Design Strategy was responsible for supporting all trader and non-trader PCs, monitors, and printers including Dell, Eizo, and HP monitors; Dell and HP PCs; HP and Xerox printers; LAN-supported networks in all branch areas; the XP operating system; Microsoft Office; and more than 100 other business applications. Over the first three months, the volume of transactions more than tripled the expected volume.

Design Strategy was responsible for interacting with all OEM vendors and supporting all warranties. We ensured that logistics and parts management supported all SLAs. We fulfilled hardware break/fix requests, ensuring that the right part was in place at the right time, and that the appropriate certified engineers worked on equipment and software. We cross-trained staff on equipment to enhance responsiveness and repair quality. Our IMAC work involved installs, moves, and add/changes, for a total of 3,500–4,000 transactions per month.

In order to maintain and ensure trader productivity, Design Strategy had to meet aggressive service levels: an eight-minute response time and a twenty-minute resolve time. For other users, we met a one-hour response and four-hour resolve deadline. For critical, non-trader-related items, our SLAs required a thirty-minute response and one-hour resolve.

Design Strategy needed to transition seamlessly to support all existing business operational processes. We also had to incorporate new operating processes to continuously improve our effectiveness. We worked with the incumbent vendor while learning all procedures and physical locations and working with multiple third-party vendors such as electricians, movers, facility, network personnel, and voice vendors. During the transition, Design Strategy needed to respond to a system emergency by bringing in 50 skilled SWATT team members who worked around the clock over a weekend to support all branches. The result: All users were fully operational Monday morning without any issue.

COMPANY NAME:
LARGE GLOBAL
FINANCIAL INSTITUTION

LENGTH OF ENGAGEMENT:
MULTIYEAR CONTRACT

ENGAGEMENT STATUS:
ONGOING

ENGAGEMENT:

Design Strategy

Corporation was

awarded a multiyear

contract to provide

hardware break/fix,

IMAC (installs/moves/

adds/changes), and

desktop software

support services for

a major financial

institution's U.S.

employees in trading

and non-trading

business divisions.

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Implementation:

Design Strategy took the following steps to set up and deliver high-quality desktop support services:

- Provided world-class desktop support experts onsite at multiple geographic locations to ensure seamless ongoing service delivery.
- Cross-trained personnel, established a dedicated queue-management group, and developed problem escalation policies to enhance service reliability.
- Provided a single point of contact to streamline contract administration and program management.
- Worked with the client to set service levels, create an effective transition plan, and prioritize infrastructure updates.
- Analyzed performance data, maintained a knowledge base, and educated users in order to reduce costs and continually enhance performance.
- Reorganized repairs and installations so as to minimize disruption to users – for example, by instituting a "swap model" for break/fix service, where users were given replacement workstations while repairs were done in a central facility.
- Centralized operations management in order to provide consistent service level monitoring and reporting across all sites.

Results:

Design Strategy transitioned all locations, all technologies, and all users successfully from the incumbent vendor with 45 days. After only two months of full operation, Design Strategy was already meeting its initial SLA requirement of 90%.

The customer achieved cost reductions that were estimated to be 30% - 40% of the prior vendor's billing.

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