

Case Study:

Help Desk Services



CDI provides premier on-site desktop support services for Fortune 500 spin-off.

Client Description:

A leading manufacturer of scientific instruments and analysis equipment, our client is a supplier of electronic test and measurement products, including data generators, multimeters and oscilloscopes. After three decades as part of a Fortune 500 company, our client was spun off in 1999 as an independent company with semiconductor and test and measurement operations.

Background:

Having split from its parent company in 1999 and with the transition of the divestiture complete, our client was faced with the decision of continuing with the costly support contract with the elaborate internal information technology group of their former parent organization or developing an outsourcing plan for a long-term, cost-effective solution to provide on-site help-desk and operations support. The decision was made to separate from the parent organization and to look externally for the best solution to support their business needs.

Firmly believing that it would be more cost-effective to have an external service provider provide an on-site desk-side support model to manage tier 1 and 2 issues rather than engaging permanent staff, our client selected CDI for its flexible, scalable and strategic business solution for success.

In late 2005, our client divested itself of its semiconductor operations to focus on its suite of measurement products. CDI's engagement began with one client prior to the divestiture of the semiconductor operations and post-transaction expanded to include support of the business needs of the spin-off.

Business Issue:

Our client addressed a variety of IT operational challenges including:

- Engineering and manufacturing departments had a

legitimate business need for a wide array of IT assets that were non-compliant with the corporate standard operating platform.

- The corporate IT group provided centralized service desk and Incident/Problem Management processes.
- The non-standard requirements of engineering and manufacturing increased the cost of user support services and made it difficult to maintain high levels of customer satisfaction.
- Due to the company's geographically distributed environment, our client required an outsourcing partner that could support the specialized product sets across all of their North America locations.

CDI Solution:

CDI provided a team of IT professionals co-located with the engineering & manufacturing users to implement improved configuration management and problem management discipline. We addressed the client's business objectives and operational processes while aligning our services with the client's cultural values. Key aspects included:

- Providing desktop support and elements of second & third line problem management to 13 engineering & manufacturing locations across North America.
- Creating and implementing configuration management disciplines for the hardware and software not compliant with the corporate standard operating platform
- Integration with client operational tools & processes when available.
- A virtual team-based approach delivering technical support for software and hardware including all 'wintel' platforms, HP-UX, SunOS, AIX and Linux workstations and servers.

Results:

Ongoing excellence in service delivery enabled CDI to earn additional responsibilities:

- Our client now views us as a valued service delivery partner and regularly solicits our recommendations for improvement of identified process problems.
- Having exceeded service level commitments in reactive problem management, our work scope now includes proactive problem avoidance and operational support in the following areas:
 - Server administration
 - Back-up administration
 - Security monitoring & mitigation
 - Software licensing monitoring & compliance
 - Patch management and anti-virus management

Part of the contractual agreements of managed services for both client organizations included a rigorous array of metrics which were compiled and reported to senior management monthly. CDI resources made the quality standard 98% of the time over an eight-year period. Some of these metrics included, but are not limited to:

- Response to case (>95% required based on case priority)
- Resolution of case (>85% required based on case priority)
- Backlog of cases (<10% open <15 days, <3% open 16-30 days, 0% open >60 days)
- System security error and error resolution reporting
- Patching reports
- Back-up (attempts, successful/failed) reports

CDI has become an integral component of the corporate IT group's service delivery infrastructure. We leveraged our proven service delivery framework (ISDF™) combined with the Information Technology Infrastructure Library (ITIL®) and deep technical expertise to help the companies enhance their productivity, realize higher ROI and generate unprecedented customer satisfaction. For these efforts, the client has rewarded CDI with repeat engagements and increased scope of responsibility.