

## IT Managed Services Solution

## ITS Reduces Service Times and Lowers Operational Costs for City Government IT Department

### Customer Challenge

The government IT department for a city of over 150,000 residents was facing a variety of issues. From service management to hardware efficiency, they were eager to reduce operating costs while improving IT support by hiring Innovative Technology Solutions.

Prior to ITS, the city government's IT department was managed by the finance department, which did not have a thorough understanding of IT operating standards. Furthermore, most of the IT department's hardware was over ten years old, unable to efficiently process modern IT service requests. The additional lack of a central help desk to process requests meant city employees would directly contact other staff members they personally knew for assistance. This created delays when a particular staff member was unavailable.

Another significant IT cost involved the city government's on-call contract with an on-site IT technician. This created extensive delays when the technician needed to travel to city government offices for any on-site service requests. Meanwhile, the number of service calls meant the on-call contract became more expensive than a dedicated service model.

### ITS Solution

ITS provided 10 support technicians and worked alongside the site manager to develop a functional IT department entirely separate from the city's financial department. This updated infrastructure was supplemented by new hardware, with ITS providing modern devices and resources capable of meeting the IT department's demands. ITS also helped to establish a central service desk. All employee service requests were processed through the help desk and directed to the relevant technician.

All ITS technicians for the city worked on-site under one contract. To add to the efficiency of the IT service set-up, ITS worked with the company to develop a set of Service Level Agreements governing the Service Desk's call resolution process. These agreements hold the ITS Service Desk to hours of operation, expected response time, customer satisfaction and first-contact resolution standards.

### Bottom-Line Success

Each ITS Service Desk site was designed to distribute work across any or all other sites. This ensured end users were not restricted to the nearest data center's resources and could instead quickly draw from the collective knowledge base of every ITS technician and IT support resource. Meanwhile, the

### AT A GLANCE

- City government with more than 150,000 residents
- Faced an outdated infrastructure, ineffective hardware and inefficient support methods
- ITS implemented a service desk including on-site resources, dedicated site management, and new hardware
- Resulted in reduced service times and lower operational costs

upgraded hardware allowed technicians to complete tasks at a more efficient rate, while the streamlined service desk ensured service requests were not forgotten or delayed. Deskside services ensured on-site support for service requests that could not be solved over the phone.

Lower operational costs were also a significant result of the ITS service desk. The on-site contract eliminated the expenses of bringing in an on-site IT service contractor, and setting the IT department as a separate entity of the city government allowed for more accurate fiscal planning.

***"We built our trust with them and established a relationship that ITS was more than just a service provider. I think the relationship that we built within the IT department was a big part of why we grew."***

– Site Manager, City Government IT Department

To learn how ITS can impact your bottom line, visit [www.innovativetech.com](http://www.innovativetech.com)

877.503.4777 | [info@innovativetech.com](mailto:info@innovativetech.com)