

## IT Managed Services Solution

## Innovative Technology Solutions Delivers High Performance Metrics as Manufacturer Unifies IT for Multiple Business Units

### Customer Challenge

When a company undergoes acquisition, change is inevitable; the critical issue is how well those changes are managed. In the case of one North American manufacturer, the positive changes brought about under new ownership posed a unique challenge—one that IT had sole responsibility for solving.

Shortly after its purchase, the manufacturer embarked on a new growth strategy that would further diversify and expand its already formidable category expertise. The success of this strategy depended on the company's ability to quickly unify business units from across the U.S. and Canada. Its IT staff, however, had no way to quickly assess and monitor the array of infrastructure it was assuming responsibility for. Moreover, the team was tasked with providing consolidated service desk support to hundreds of workers at multiple locations.

"Our staff was stretched to the limit. The goal was to combine thousands of devices under one centralized IT function, but we simply didn't have the resources in-house to assess and service the equipment and people," said the company's chief information officer.

### ITS Solution

Innovative Technology Solutions offered the quick and comprehensive support needed. "Our process is very collaborative," said Frank Gerald, Senior Account Executive at ITS. "We ask the right questions, listen carefully to the need, then assemble a specific, tailored solution. That's what we do."

Based on the quality and value it was receiving, the manufacturer retained its current 24/7 Service Desk Management (SDM) contract with ITS for its existing and new end users. It also adopted ITS' Infrastructure Management and Monitoring solution to monitor hardware, software, and networks across its various offices and provide 24/7 visibility. As business units were added to the network, Infrastructure Management and Monitoring was used to scan for servers and endpoint assets to give the firm a picture of its changing environment.

Another important part of the ITS solution was the rollout of a custom portal available to all authorized employees. The portal not only allowed the IT department to pull up-to-date status reports, but also gave endusers a destination for remote technical support and to access the company's customized self-help knowledge base.

"Our 'shift left' methodology is unique," noted Rob Tapp, Director of Client Computing for ITS. "We watch for repeated requests and augment the knowledge base around those particular issues. This allows an increasing number of needs to be moved away from internal IT staff so it can focus on more challenging priorities."

### AT A GLANCE

- Global packaging company acquired in private equity transaction
- IT heavily impacted as multiple business units are brought under unified management
- Service Desk Management (SDM) and Infrastructure Management and Monitoring outsourced to ITS
- First Call Resolution 13-month average increases to 89.54%
- Customer Satisfaction Achievement 13-month average increases to 90.88%
- 100% of all endpoints, servers, networks migrated/ decommissioned within time and budget

### Bottom-Line Success

ITS Service Desk Management and Infrastructure Management and Monitoring have provided both cost savings and improved performance to the customer. Within SDM, First Call Resolution (FCR) targets have been exceeded in 18 of the first 20 months of service, and CSAT (Customer Satisfaction Achievement) scores have averaged 88.52%. Over the last 13 months, average percentages have further increased for both FCR (89.54%) and CSAT (90.88%). On the Infrastructure Management and Monitoring side, 100% of the networks, servers, and endpoints have been successfully migrated or decommissioned to date, all within budget.

"At the end of the day, [our company] is in far better shape from an IT infrastructure and IT Ops perspective than we were," stated the CIO. "We're known as one of the premier suppliers in our industry—and by partnering with ITS we're able to match that success in our IT performance."

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– Chief Information Officer

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

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